DOCUMENT RESUME

ED 164 965 CE 019 537

TITLE	Journal of Human Services Abstracts. Volume 3. Number 4. October 1978.
INSTITUTION	Aspen Systems Corp., Germantown, Md.
SPONS AGENCY	Department of Health, Education, and Welfare, Washington, D.C. Project Share.
PUB DATE	Oct 78
CONTRACT	100-75-0179
NOTE	205p.; The title indexes may not reproduce well due to small print in the original document; For a related document see ED 160 770
JOURNAL CIT	Journal of Human Services; v3 n4 October 1978
EDRS PRICE	MF-$0.83 HC-$11.37 Plus Postage.
DESCRIPTORS	*Abstracts; Administration; *Annotated Bibliographies; *Community Services; Counseling Services; Data Processing; Day Care Services; Delinquents; Delivery Systems; Dependents; Educational Programs; Employment Services; Federal Aid; Foster Family; Health Services; *Human Services; Interagency Planning; Management Information Systems; Manpower Development; Mental Health Programs; Mentally Handicapped; Needs Assessment; Older Adults; Outreach Programs; Personnel Management; Physically Handicapped; Policy Formation; Program Evaluation; Program Planning; Residential Programs; Resource Allocations; Social Indicators; Staff Improvement; State Agencies; Training
IDENTIFIERS	Social Security Act Title XX

ABSTRACT

To provide information on subjects of concern to those in planning, management, and delivery of human services, this journal presents 149 abstracts from literature in the human services field. The journal is divided into five parts: the abstracts themselves, arranged in alphabetical order by title, with bibliographic and availability information; an alphabetical list of authors; an index of 1978 materials; an alphabetic list of documents; and cumulative subject index. The indexes provide a guide to the abstracts by specific subject category. Categories are listed alphabetically and include cross-references between conceptually related index terms and cross-references from synonyms to the preferred terms. Specific numeric citations follow the preferred index terms. Document accession and ordering numbers appear on the left and as the last line of each citation. (Volume 3, no. 3, of this journal is available in ERIC as ED 160 770.) (CSS)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

ED164965

Journal of Human Services Abstracts

VOLUME 3 NUMBER 4 OCTOBER 1978

CONTENTS

PREFACE iii
About This Journal iii
How To Use This Journal iii
How To Order Documents iv
Executive Summaries v
How To Submit Documents v
Reference Services v
ABSTRACTS 1
ALPHABETIC LIST OF AUTHORS 69
INDEX 74
ALPHABETIC LIST OF DOCUMENTS 108
October 1978
January 1978
April 1978
July 1978
1978 CUMULATIVE INDEX 130

U.S. DEPARTMENT OF HEALTH,
EDUCATION & WELFARE
NATIONAL INSTITUTE OF
EDUCATION

THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL NATIONAL INSTITUTE OF EDUCATION POSITION OR POLICY

Journal of Human Services Abstracts

PROJECT SHARE
P.O. Box 2309
Rockville, Md. 20852
(301) 468-2442

Project Officer, EILEEN WOLFF
Office of the Assistant Secretary for
Planning and Evaluation
Department of Health, Education, and Welfare

Journal of Human Services Abstracts is published quarterly (January, April, July, October) by PROJECT SHARE, A National Clearinghouse for Improving The Management of Human Services

PROJECT SHARE is operated by Aspen Systems Corporation, under DHEW Contract No. HEW-100-75-0179

CE 019 537

**A National Clearinghouse
for Improving the Management
of Human Services**

PREFACE

About This Journal

The *Journal of Human Services Abstracts* is published quarterly by PROJECT SHARE, a Clearinghouse for Improving the Management of Human Services. PROJECT SHARE acquires, evaluates, stores, and makes available a broad range of documentation on subjects of concern, interest, and importance to those responsible for the planning, management, and delivery of human services. PROJECT SHARE is operated for the Office of the Assistant Secretary for Planning and Evaluation, HEW, by Aspen Systems Corporation.

The *Journal* publishes an indexed list of all documents included in the PROJECT SHARE automated data base. It is restricted to those documents actually acquired by PROJECT SHARE and is not meant to provide comprehensive coverage of the field.

How To Use This Journal

The *Journal of Human Services Abstracts* is divided into four parts: the abstracts themselves, arranged in alphabetical order by title; an alphabetical list of authors; an alphabetical list of documents; and a subject index. The index provides a timesaving guide to the abstracts by specific subject category. The categories will be listed alphabetically and will include cross-references between conceptually related index terms and cross-references from synonyms to the preferred terms. Specific numeric citations (sequential abstract numbers) will follow the preferred index terms. These are *not* to be confused with the document accession and ordering numbers which appear at the left of the last line of each citation (see example below).

Client records processing
See also Integration-oriented keeping of client records
162
Client referral
155, 156, 187, 207, 290, 291
Client tracking methods
See Integration-oriented keeping of client records
Clothing assistance services
189
COG's
See Councils of governments
College/university research centers
194, 280
Colocation of services
174, 187, 204
Communication and public information services
164
Communication mechanisms (interagency)
See Interagency communication mechanisms
Community/agency relationship techniques
See Agency/community

relationship
techniques

As can be seen, one document is relevant to at least two of the subject categories – abstract number 187.

(Sequential abstract no.)	**187.**	*Developing Generic Capability through Welfare Services Integration: Concepts, Alternatives, Limitations.* Robert A. Pitts. 15 Sep 75, 59p
(Order number)		**SHR-0000694** Available from NTIS, PC$5.25/MF$3.00.

In the above examples, we see that abstract 187 is entitled *Developing Generic Capability through Welfare Services Integration: Concepts, Alternatives, Limitations*, that the report was published September 15, 1975, that it is 59 pages long, and that it costs $5.25 for a paper copy (PC) and $3.00 for a microfiche (MF) copy. The availability statement indicates that it is obtainable from the National Technical Information Service. If the document was available from PROJECT SHARE or a private publisher, the statement would say PROJECT SHARE or give another source and the address. We also note that there is a 6- to 10-page *Executive Summary* of the document available from PROJECT SHARE. The actual abstract of the document would immediately follow these citation data.

How To Order Documents

To order a document announced in the *Journal of Human Services Abstracts,* note the availability statement. Documents must be ordered from the sources indicated. Orders from NTIS *must* be accompanied by payment in full unless a deposit account has been established.

Address these orders to:

NTIS
5285 Port Royal Road
Springfield, VA 22151

To order documents from PROJECT SHARE, address your order to PROJECT SHARE at the address given below. All orders *must* be accompanied by prepayment. To order documents from other sources, you *must* order directly from the source noted in the citation. Prices of documents from private publishers are not given because they are subject to frequent change.

Executive Summaries

One of the useful information products offered by PROJECT SHARE is the Executive Summary available for selected documents. These 6- to 10-page comprehensive summaries are intended to provide a thorough overview of the documents, to save you time and to help you select documents for further study.

To order Executive Summaries, write to PROJECT SHARE giving the document order number. One copy of an Executive Summary is available on request at no charge.

How To Submit Documents

Readers are urged to submit documents, or information on the whereabouts of significant documents, for possible inclusion in the PROJECT SHARE data base. Documents, in reproducible form, should be submitted to:

Acquisitions Department
PROJECT SHARE
P.O. Box 2309
Rockville, MD 20852

Documents requiring special permission for reproduction and dissemination should be accompanied by such permission in writing or a statement of availability from the originating organization.

Reference Services

PROJECT SHARE offers a free-of-charge, on-demand reference service which permits individuals and organizations to contact the Clearinghouse by mail or phone and initiate requests for information on any topic or topics within the scope of PROJECT SHARE's mandate. The scope of PROJECT SHARE's activities is outlined in the PROJECT SHARE brochure.

The responses to reference requests are customized, annotated bibliographies, generated primarily from the PROJECT SHARE data base. Responses are also augmented through the use of other data resources available to the Clearinghouse's reference staff.

Reference products are mainly in two formats. The first is a set of computer outputs which contain standard bibliographic information in all cases and document abstracts in most others. Additionally, the user may receive handwritten citations and personal referrals developed by the reference staff.

Reference requests may be initiated by calling or by writing PROJECT SHARE.

A Note To Readers

Any questions, comments, or criticisms you may have concerning the *Journal of Human Services Abstracts* or PROJECT SHARE should be addressed to Ms. Eileen Wolff, Project Officer, at the following address:

PROJECT SHARE
P.O. Box 2309
Rockville, MD 20852
(301) 468-2442

6

abstracts

451. *Accountability, Autonomy and Human Services Delivery Systems: A Case Study and Theoretical Approach to the Problem.*
Barry Sugarman.
Montgomery County Mental Health and Mental Retardation Board, Ohio.
1977, 20p
SHR-0002214 Available from NTIS, PC $4.00/MF $3.00

The concept of accountability is discussed as a focal concern of management personnel and policymakers in the human service delivery system, and a case study of accountability which involved community mental health and mental retardation boards in the State of Ohio is cited. Two approaches to accountability are distinguished—one oriented toward procedural conformity and the other oriented toward results. The position of human service professions is analyzed, along with changes in the accountability brought about by third party payers and public funding bodies. Accountability is virtually universal as a feature of interpersonal relations, and autonomy is viewed as the reciprocal to that concept. In Ohio, there was a struggle between community mental health boards and their provider agencies; critical issues noted by both sides are outlined. Dimensions of accountability are explored, and result-oriented accountability is defined in terms of the quantity of services (effort), the success of treatment outcome (effectiveness), unit cost (efficiency), and adequacy in relation to community needs. It is concluded that the control of funds and a proper style of negotiation are both essential in achieving successful accountability. Presented at North Central Sociological Association Annual Meeting, 1977, Pittsburgh, Pa.

452. *Accountability: Its Meaning and Its Relevance to the Health Care Field.*
Stanley J Matek.
Orange County Health Planning Council, Tustin, Calif.
Sep 77, 99p
HRP-0500101 Available from NTIS, PC $6.00/MF $3.00

This monograph on the subject of accountability was prepared to provide nurses and other health professionals with a framework for dealing with controversies over such matters as performance monitoring, data requirements, organizational restructuring, and government regulation. Accountability is informally defined as "an obligation to reveal, explain, and justify what one does or how one discharges one's responsibilities.' More formally, accountability is the obligation to periodically disclose information in adequate detail. Disclosures should be consistent and made to all responsible or interested parties. They should provide information on purposes, principles, procedures, relationships, results, income, and expenditures. Accountability is required so that evaluations and decisions can be made. Two frequently encountered misconceptions concerning accountability are discussed. The first is that in order to be accountable for purposes of public life and public policy, one must be publicly elected or appointed by someone who has been publicly elected. The second misconception identifies accountability with recourse and with the punishment recourse provides. A distinction is made between accountability and regulation, and the appropriateness of accountability and regulation in the health care field is explored. The role of accountability in the achievement of organizational objectives and in the health professions is addressed. A bibliography is provided. Volume 1 in the Nurse Planning Information Series.

453. *Administrative Manual for Juvenile Probation Volunteer Programs.*
Human Systems Inst., Morristown, N.J.
1976, 84p Executive Summary available from PROJECT SHARE.
PB-279 925 Available from NTIS, PC $6.00/MF $3.00

7

453.

This manual contains guidelines for the management of a juvenile volunteer project, suggestions on operational procedures, sample training materials and administrative records, and resources recommended for further information. Use of volunteers in the probation and parole setting provides a helping relationship which will complement and assist the work of the probation and parole departments. The volunteer can facilitate the role of the probation officer by offering an individualized relationship with the juvenile probationer. Volunteer utilization can be divided into two categories: functional and sponsorship. Functional utilization involves the use of volunteers to organize group activities or to survey employment opportunities for program clients. Sponsorship utilization refers to the assignment of a volunteer to a one-on-one relationship with a probationer. The sponsorship relationship is most effective when specific developmental areas are identified and approaches for achieving success in these areas are planned. Examples of developmental areas are: educational growth and development, vocational growth and development, physical education growth and development, and emotional and psychological growth and development. Recruitment, selection, and assignment of volunteers is an important process, and the screening and selection procedure is designed to evaluate the suitability of prospective volunteers. Clients must be matched with volunteers on the basis of need, interest, personal qualities, and type of relationship sought. Steps are outlined for conducting a performance evaluation of volunteers and staff after training. Volunteer programs themselves are usually evaluated through the use of three different methods: the funding agency evaluation, the internal management system, and special surveys and analyses. Suggestions for areas to be covered in a qualitative evaluation by different levels of the organization are listed. A quantitative evaluation of the program's results as compared to stated objectives is also needed, and suggestions are given for collecting such data.

454. *Alternative Approaches to Program Planning Coordination in Social Services Planning. State Experiences and Suggested Approaches in Response to Title XX of the Social Security Act.*
Gerald T. Horton and George J. Corcoran.
Research Group, Inc., Atlanta, Ga.
Aug 76, 44p
SHR-0001557 Available from Research Group, Inc., 1230 Healey Bldg., 57 Forsyth St., NW, Atlanta, GA 30303.

Guidelines for program planning coordination are presented in one of a series of manuals covering the social services planning process under Title XX of the Social Security Act. The manual, which is based largely on case studies of the Title XX planning process in eight States, opens with a description of that process and of the role of program coordination within the process. The opening discussion describes what program planning coordination is, why it is necessary, and how it fits into the overall planning process. The experiences of the eight case study States in the area of coordination are reviewed briefly, and an approach to program planning coordination is presented. A series of tasks is set forth to address questions concerning with whom the State should coordinate, how the State should administer the coordinated planning activity, what planning activities should be coordinated, and how coordination is carried out. Alternative approaches to coordination are suggested for each planning activity (e.g., needs assessment, services inventory). The practices and experiences of the eight case study States are discussed relative to each alternative. Finally, an overall approach to program planning coordination is described, including steps to be taken, format and use of instruments, techniques for analysis of results, and format and use of results.

455. *Alternative Needs Assessment Techniques for Virginia. A Handbook.*
Virginia Commission for Children and Youth, Richmond.

1977, 80p Executive Summary available from PROJECT SHARE.
SHR-0002102 Available from NTIS, PC $6.00/MF $3.00

This volume discusses needs assessment as a means to determine the importance of unmet needs and to identify services already provided, and examines the applicability of alternative needs assessment techniques in Virginia. The objectives of a needs assessment are to focus on a particular target group; to highlight areas of met, unmet, or undermet needs; and to provide the data necessary for responsible resource allocation decisions. Nine commonly used methods to determine the needs of a client population are described: general population survey, target population survey, service provider survey, decisionmaker (key respondent) survey, secondary information analysis, review of needs indicators, review of managerial information, review of needs information as identified by other human service planning systems, and public hearings and review of budgets. Variables influencing the success of a needs assessment are funding, staff, time, and the validity of results. It is recommended that a target population survey rather than a general population survey be used as the needs assessment instrument in Virginia. Feasible alternatives are the review of secondary data, the service provider survey, and the key respondent survey. The underlying consideration in the design of this document is its utility. The progression from needs assessment theory to specific steps, activities, and tasks provides the reader with a cursory understanding and a useable method for needs assessment. A bibliography is included. See also related documents, SHR-0002099 – SHR-0002101.

456. *Alternative Youth Services to Youth and Family Crisis Centers: A Brief History.*
National Youth Alternatives Project, Inc., Washington, D.C.
Jul 77, 51p
SHR-0002277 Available from NTIS, PC $5.25/MF $3.00

This report is concerned with trends in the delivery of alternative youth services. Historical developments in the alternative youth service movement, primarily during the 1960's and 1970's, are reviewed. Specific alternative service projects are detailed in terms of collaboration with other agencies, funding, and services offered. The establishment of runaway or crisis centers for youth is discussed, particularly in relation to the synthesis of traditional and alternative agencies. The philosophical growth of the alternative youth service movement is traced. Alternative youth service projects are defined as programs outside the traditional agency structure that are self-critical, focus on the process of how decisions are made and implemented, minimize bureaucracy, maximize client services and accountability to clients, and provide easily accessible and voluntary services. It is pointed out, however, that this definition is generally applicable to alternative projects in their middle stage of evolution and that changing political and social developments have signficantly influenced the direction of such projects. The legislative history of the alternative youth service movement is outlined, and factors stimulating alternative service agencies to adopt more comprehensive and multiservice approaches to youth problems are considered. Implications of the multiservice approach are explored with respect to four trends: (1) runaway centers are serving not only runaways but also youth in need of other services; (2) runaway centers are offering both traditional and alternative services; (3) runaway centers are focusing on both adults and youth and the community at large; and (4) runaway centers are joining with other community-based youth programs to form coalitions on the State level. A bibliography is provided.

457. *Assessing the DHEW Partnership Grants Program: A Study of State and Local Government Capacity Building.*
Martin J. Blank, Sidney L. Gardner, Roslyn D. Kane, James C. King and Steven

457.

A. Waldhorn.
RJ Associates, Inc., Arlington, Va.
Feb 78, 244p Executive Summary available from PROJECT SHARE.
SHR-0002401 Available from NTIS, PC $9.50/MF $3.00

The partnership grants program was initiated by DHEW in 1974 to assist State and local governments in improving their capacities to plan and manage human services. Weaknesses in the Federal grant-in-aid system were defined as excessive fragmentation of program responsibility at all levels of government, piecemeal approaches to complex issues, overcentralization of decisionmaking at the Federal level, and lack of accountability of elected officials for program performance. An unintended consequence of Federal policies had resulted in the severe limitation of the role and authority of State and local governments in program planning and delivery. Projects were funded in chief officials' offices, controlling or planning agencies, umbrella human services departments, governance agencies, regional bodies, and public interest associations. A primary lesson of the partnership experience is that technology transfer becomes political when applied in pluralistic human services settings, and success depends on whether a jurisdiction is ready for the technology. Maintaining chief official support is a critical dimension in successful implementation of the reform. Line agencies or planning departments must confront difficulties of working effectively with control agencies. The success of the partnership project was limited; the grants were small, and sufficient interest in service reform was not generated among chief officials. Proposals for action suggest that DHEW conduct a training program for its personnel on intergovernmental issues and that attention be directed toward lessening the tension between national and regional offices within the Federal agencies. Appendices show procedures involved in data collection of the 20 partnership projects, and evaluation guidelines are provided. Portions of this document are not fully legible. See also companion documents, SHR-0002402 — SHR-0002421.

458. *Assessment of Selected Resources for Severely Handicapped Children and Youth. Volume A: A State of the Art Paper.*
Carolyn Stern, Elinor Gollay, Elizabeth A. Boyle, Ruth Freedman and Laura Studen.
Abt Associates, Inc., Cambridge, Mass.
May 74, 157p Executive Summary available from PROJECT SHARE.
SHR-0002259 Available from Abt Publications, 55 Wheeler St., Cambridge, MA 02138.

As part of a 1974 nationwide assessment of resources for severely handicapped children and youth, an extensive review of the literature was conducted and a state-of-the-art paper was prepared. The paper is comprised of two parts. Part one includes a subjective distillation of the concepts and research incorporated in the bibliography which focuses primarily on materials published during or after 1965. Part two contains the actual research review and examines four handicapping conditions: severe mental retardation, severe emotional disturbance, deafness-blindness, and severe multiple handicaps. Severe multiple handicaps include sensory, mental, and physical problems affecting brain damaged, cerebral palsied and orthopedically impaired children. In every case, the emphasis is on children and youth with the most severe levels of impairment. A guide to providers serving the entire range of handicapping conditions is provided along with material on costs of services for all four handicapping conditions. Material on current legislation is presented, and a list of references is included. See also Volumes B-D, SHR-0002260 — SHR-0002262.

459. *Assessment of Selected Resources for Severely Handicapped Children and Youth. Volume C: One Hundred Case Studies of Provider Services.*
Patricia Cook and Elinor Gollay.
Abt Associates, Inc., Cambridge, Mass.
Nov 74, 221p Executive Summary available from PROJECT SHARE.

SHR-0002261 Available from Abt Publications, 55 Wheeler St., Cambridge, MA 02138.

The case study method was employed to describe the characteristics, quality, and costs of services to severely handicapped children and youth given by 100 providers across the United States. Providers were grouped according to whether or not they served a majority (75 percent or more) of severely mentally retarded, severely emotionally disturbed, deaf-blind, or severely multiply handicapped clients. A number of providers included in the case studies who did not serve a clear majority of children with one of these handicapping conditions were grouped in a category by themselves. Each case study included the following sections: summary, overview, characteristics of providers, observations of severely handicapped children and youth and the staff serving them; costs of provider services to severely handicapped children and youth; and quality of provider services to severely handicapped children and youth. Seven areas comprising the range of services to severely handicapped clients were: basic care, educational and habilitative services, medical services, family and community services, diagnosis and referral services, administration and staff support, and support services. Information on the portion of direct care staff time spent in providing each of the seven types of services was requested for the job categories of administrator, physician, psychiatrist, psychologist, social worker, therapist, nurse, attendant, teacher (certified), teacher (noncertified or aide), and support staff. The following quality variables were evaluated: educational and habilitative opportunities, staff-client interactions, parent involvement, humanization of the institutional setting, extent of training and evaluation, and client movement. See also Volume A, SHR-0002259; Volume B, SHR-0002260; Volume D, SHR-0002262.

460. *Assessment of Selected Resources for Severely Handicapped Children and Youth. Volume D: Data Analysis and Results.*

Donald Muse, Patricia Cook and Elinor Gollay.
Abt Associates, Inc., Cambridge, Mass.
May 76, 279p Executive Summary available from PROJECT SHARE.
SHR-0002262 Available from Abt Publications, 55 Wheeler St., Cambridge, MA 02138.

The findings of a 1974 nationwide assessment of available resources for severely handicapped children and youth are presented. Severely handicapped children and youth were defined as those persons 21 years of age and under who were mentally retarded, emotionally disturbed, deaf-blind, or multiply handicapped and who exhibited certain behaviors with a high degree of regularity. Characteristics most delineating data obtained in the assessment study of 100 providers were type of provider, size of provider, and handicapping conditions of clients served. Providers of day, mixed, and residential services differed in terms of quantity, quality, and costs of the services offered. Variations in the following areas were attributed to differences in provider type: educational and habilitative services, medical services, admissions, acceptance, length of stay, postdischarge education, rate of release, postrelease residential placement, parental involvement, source of funds, and parent fees. The number of severely handicapped clients was in general positively related to quality of care received. One exception was the group of providers serving more than 200 clients; the level of quality was lower than that for the group of providers serving 51 to 200 clients. Smaller providers serving less that 10 clients had the lowest level of quality, while the highest level of quality was observed in providers serving between 51 and 200 clients. The average personnel expenditure figure for 95 providers from which valid cost data were available was $135.28 per child-week. The average expenditure for nonpersonnel costs was $40.10 per child-week. Tabular data on the findings of the study are contained in appendices. See also Volumes A-C, SHR-0002259 — SHR-0002261.

461. *Assessment of Selected Resources for Severely Handicapped Children. Volume B: Literature Review.*
Carolyn Stern, Patricia Cook, Elinor Gollay, Elizabeth Boyle and Ruth Freedman.
Abt Associates, Inc., Cambridge, Mass.
May 74, 252p Executive Summary available from PROJECT SHARE.
SHR-0002260 Available from Abt Publications, 55 Wheeler St., Cambridge, MA 02138.

Resources for severely handicapped children and youth are the focus of this selected annotated bibliography containing primarily materials published during or after 1965. Severely handicapped children and youth are defined as those persons 21 years of age and under who are mentally retarded, emotionally disturbed, deaf-blind, or multiply handicapped and who exhibit certain behaviors with a high degree of regularity. The bibliographic citations relate to these categories of children and youth. It is hoped the bibliography will stimulate educators, researchers, policymakers, and parents concerned with handicapped children and youth to expand their knowledge and services. See also Volume A, SHR-0002259; Volume C, SHR-0002261; Volume D, SHR-0002262.

462. *Attitudes of Professionals Towards the Employment of Indigenous Non-Professionals in Human Service Organizations.*
Joseph Katan.
Paul Baerwald School of Social Work, Jerusalem (Israel).
1972, 15p
SHR-0002280 Pub. in Sociological Review Monograph n20 Dec 73.

The role of indigenous nonprofessionals in human service organizations is evaluated. A review of the literature on the employment of indigenous workers reveals that eight motives have been used to justify such employment programs: manpower shortages, the need to relocate work within an organization, the desire to provide employment to those without jobs, the desire to change the image of poor persons, the desire to provide therapeutic experiences, the goal of making services more meaningful to clients, the desire to change human service organizations, and the objective of increasing citizen participation. The implications of utilizing indigenous nonprofessionals in human service organizations are discussed in relation to conformity, mediation, and innovation aspects of expected performance. The attitudes of professionals toward the role of nonprofessionals are examined, and three main factors affecting attitudes are noted. They include the emergence of the professional community or segment, characteristics of clients located in a particular organizational environment, and professional position and status in an organization and among colleagues. It is contended that: professionals guided by values and norms of the professinal ccommunity will tend to channel indigenous workers into simple and routine roles; professionals aware of the inaccessibility of certain clients will tend to use clients who are nonprofessional workers as mediators; and experiences professionals with a high status or position will tend to assign innovative tasks to nonprofessionals and involve them in decision-making.

463. *Automated Goal Oriented Medical Records for the Mentally Retarded.*
New York State Dept. of Social Services, Albany.
Apr 76, 87p
SHR-0001344 Available from NTIS, PC $6.00/MF $3.00

An overview and a description of 6 of 11 projected subsystems are presented of a pilot project underway at Willowbrook Developmental Center, Staten Island, N.Y., to design and implement an automated client-based management information system. Once the system has been developed and implemented at Willowbrook, it is to be disseminated throughout the developmental centers for the retarded of New York State. The system uses computer support to transform data from physical examinations, behavioral assessments, and other sources into information needed by clinicians and administrators to plan, finance, provide, monitor, and evaluate services. The admission/census subsystem gathers demographic information on clients and traces clients' movement within the institution and into the community. The clinical subsystem integrates observations and recording of client behaviors, sets behavioral objectives, keys strategies to objectives, sets dates for goal attainment and interim assessment, and identifies clinicians responsible for implementing habilitation programs. The drug subsystem provides the capability for monitoring medication received by clients, while an automated physical examination/diagnosis subsystem assists physicians in recording their findings and in setting goals for the diminution of physical symptoms. A personnel subsystem provides management with staffing patterns and profiles. An automated inventory control system records the movement of all supplies within the facility. Supporting materials relevant to each subsystem are included. See also related documents, First year progress report and Appendices, SHR-0001343 and SHR-0001342; Quarterly report, SHR-0001345.

464. *Automated Goal-Oriented Medical Records for the Mentally Retarded Project.*
Magi Educational Services, Inc., Port Chester, N.Y.
1975, 74p
SHR-0001342 Available from NTIS, PC $5.25/MF $3.00

Supporting documentation is presented as a supplement to the first-year progress report on a pilot project undertaken to develop a computerized management information system for a developmental facility for the mentally retarded (Willowbrook Developmental Center, Staten Island, N.Y.). Included in the appended materials are the following: a plan for evaluating the project's activities in its second year; copies of evaluation instruments (questionnaires used to assess staff attitudes toward and involvement in the pilot project, the form used in determining how medical records were being handled at Willowbrook prior to the pilot project); definitions of terms; a schematic representation of the project's objectives; statistics reflecting the content of medical records at Willowbrook; and an organizational chart of the pilot project staff. Other appendixes present statistics on the level of agreement among different sources of data used in the admission/census subsystem implemented in the pilot project's first year; a copy of the New York State form (Form 32A) used in surveys of mental retardation clients; statistics from an evaluation of staff motivation for involvement in the project; and data from a survey of work activities at the facility. See also parent document, SHR-0001343; Quarterly report, SHR-0001345; related document, SHR-0001344.

465. *Automated Goal-Oriented Medical Records for the Mentally Retarded Project. Program Highlights.*
Magi Educational Services, Inc., Port Chester, N.Y.
1975, 156p
SHR-0001343 Available from NTIS, PC $8.00/MF $3.00

The major first-year activities of a pilot project undertaken to design and implement a computerized management information system at a New York State developmental center for the mentally retarded are described. The report contains sections on project goals; the quality of current medical records at the project site (Willowbrook Developmental Center, Staten Island, N.Y.); development and implementation of subsystems and the resultant organizational response at Willowbrook; completeness and reliability of the admission/census subsystem; and Willowbrook staff attitudes toward training and involvement with the project. Primary goals of the project are the improvement of habilitative care and the improvement of facility management. The analysis of recordkeeping at Willowbrook revealed a lack of systematic organizational structure, a lack of problem orientation, and an overall incompleteness of medical records. The development and implementation of 4 of the 11 project subsystems – the clinical system, drug system, census system, and personnel system – received primary emphasis during the first year of the project. An evaluation of data elements from the admission/census system, which was operational throughout the facility by the end of the first project year, revealed certain discrepancies among data sources. Details of project activities and first-year evaluation findings are provided. Supporting documentation is appended in a separate volume. See also Appendices, SHR-0001342; Quarterly Report, SHR-0001345; related document, SHR-0001344.

466. *Bilingual Bicultural Delivery of Human Services to Elderly Franco-Americans Through Vocational Education.*
Bangor Community Coll., Maine.
30 Jun 76, 83p
SHR-0002284 Available from ERIC Document Reproduction Service, P.O. Box 190, Arlington, VA 22210 as Ed 131 338.

A project was funded in 1975 to provide bilingual vocational education to older Franco-Americans on a cooperative basis among three Maine universities. In order to qualify for participation in the project, applicants had to be bilingual (French-English), underemployed or unemployed, and preferably over 40 years of age. A total of 77 recruits were enrolled at the three universities and participated in a human services worker training program based on the certificate level curriculum in gerontology at the Bangor Community College. The students received six credits for 240 hours of supervised field experience, most of which was in a bilingual work setting in an aging-related service. All participating students received sufficient funding, allowing them to enroll in the program without placing added financial burdens on them and their families. Counseling and tutoring was available to the student; and seminars, workshops, and special programs were arranged for him. The three major objectives of the project were: to train 75 underemployed or unemployed Franco-Americans for jobs in fields providing services to the elderly; to enhance career mobility for older Franco-Americans through utilization of higher bilingual vocational education; and to create new bilingual bicultural vocational education in aging through a consortium of university campuses and aging-related service agencies. The results of an independent evaluation of the project are presented, and additional information on the project and course materials is appended.

467. *Buffalo Citizens Administrative Service: An Ombudsman Demonstration Project.*
State Univ. of New York at Buffalo. Faculty of Law and Jurisprudence.
1970, 90p
SHR-0002305 Available from Institute of Governmental Studies, 109 Moses Hall, University of California, Berkeley, CA 94720.

The citizens administrative service has been an ombudsman demonstration project sponsored by the State University of New York at Buffalo and funded by the U.S. Office of Economic Opportunity. The project was designed to test the feasibility of the Scandinavian ombudsman in a typical American urban setting. A total of 1,224 complaints and inquiries were received by the service during the 71 weeks that it was open to the public. The service investigated 1,054 complaints and inquiries, with 170 rejected or withdrawn. Of the 1,092 contacts with government agencies, 65 percent were with the city of Buffalo, 25 percent were with Erie County, 6 percent were with New York State, and 4 percent were with the Federal Government. Complaints and inquiries most frequently involved the areas of social services, public housing, building demolition, public health, street paving, police (traffic), police (nontraffic), and garbage removal. In terms of ethnicity, 66 percent of those who complained were Negro, 25 percent were white, 8 percent were Puerto Rican, and 1 percent were Indian. It was estimated that complainants with incomes of less than $3,000 comprised 26 percent, those with incomes of $3,000 to $5,000 comprised 33 percent, and those with incomes of $5,000 to $7,000 comprised 30 percent of the caseload. The remainder had incomes over $7,000. The majority of complaints came through neighborhood offices of the service and particularly through neighborhood aides. It is concluded that the Scandinavian ombudsman in the municipal setting was of some value in relieving racial and poverty tensions and in contributing to the improvement of public administration. Supporting statistical data and summaries of illustrative cases are included in appendices.

468. *Can Change Be Effectively Managed.*
Reginald O York.
University of North Carolina at Chapel Hill. School of Social Work.
1977, 12p
SHR-0002301 Pub. in Administration in Social Work v1 n2 p187-198 Summer 1977.

It is suggested in this article that the key to the maintenance of change-receptive organizations may involve the recruitment of individuals who are receptive to change. Competing theories of leadership and change in organizations, particularly in social welfare organizations, are discussed. An empirical study was conducted to evaluate the task-oriented and the relationship-oriented managerial styles. The styles of line supervisors in various leadership situations were compared to the job change receptivity of workers to determine if either style was uniformly related to change receptivity regardless of the situation. The study agency was an urban county public welfare department where the work of social workers and eligibility specialists varied significantly in task structure. As a measure of managerial effectiveness, the concept of worker job change receptivity was defined as the attitudinal readiness of a worker to engage in change initiated from administrative levels of the work organization. Forty-three of 47 eligibility specialists, 45 of 49 social workers, and all 15 supervisors of the workers completed the study questionnaire. Tables indicating questionnaire results are included. No significant evidence was found as to whether there is an identified managerial style which is uniformly effective in varying leadership situations. Worker job change receptivity was shown to be independent of age, tenure, the group atmosphere of the supervisory unit, and the task structure of the work position, as well as the managerial style of the line supervisor.

469. *Capacity of Texas Cities to Manage Social Services: A Report on Capacity – Building Research.*
Texas Municipal League, Austin.
Jun 77, 73p
SHR-0002056 Available from NTIS, PC $5.25/MF $3.00

Research was undertaken to determine if cities in the State of Texas have the capacity needed to manage social services and solve social problems. In order to measure the resources available to cities for improving their local social service programs, consideration was given to local financial resources, organizational resources, and management capacities of a representative sample of cities. Data were collected through structured interviews in 24 cities. More than 150 elected officials, executive administrators, and other top level management staff participated in these interviews. The primary objective was to design a social services capacity building assistance program for city officials. It was found that most cities have some capacity to provide some social services. The capacity level generally varies in direct proportion to city size, with large cities typically having more capacity than small cities. The capacity of cities to fulfill a chosen social service role is directly related to concepts of local officials about how adverse social conditions should be corrected. Some city governments function as planners, evaluators, and managers of single-purpose programs and others function as comprehensive service providers. It is concluded that financial resources, organizational structures, and management capabilities limit the extent to which municipal governments can act to plan and manage social services. Revenue and expenditure exhibits and the research instrument are appended.

470. *Capacity-Building: Strategies for Providing Assistance.*
Real Estate Research Corp., Chicago, Ill.
Jun 77, 48p
SHR-0002264 Available from the Superintendent of Documents, Government Printing Office, Washington, DC 20402, Order number 023-000-00409-7.

Capacity-building demonstration projects conducted by the Department of Housing and Urban Development are reported. In initiating the capacity-building program in 1974, capacity-building was defined to encompass approaches that would assist local officials in carrying out their management responsibilities. Eight projects were selected for inclusion in the program, and four projects are detailed in this report. The four projects organized resources, provided leadership in developing programs of assistance for local officials, explored new ways to evaluate management needs and target assistance, and aided the transfer of capacity-building techniques to other cities. Approaches used by the projects included organizational development and team building, training and technical assistance, and information dissemination. The League of California Cities improved the policy-making capability of council members, mayors, city managers, and department heads in six cities by devising a model for a policy-planning and management process. In South Carolina, the Governor's Office organized and conducted an assistance program centered around a regional Council of Governments involving ten cities. This program was concerned with policy planning, budgeting, and more effective service delivery. The Tennessee Municipal League and the University of Tennessee helped 38 cities plan and implement community development block grant programs. Twenty-five cities were assisted by the Texas Municipal League and Texas A &AM M University in diagnosing improvements needed in management and citizen relations. Consideration is given to the local setting and focus of capacity-building assistance, the organization of such assistance, and basic elements in delivering assistance.

471. *Changing Patterns of Federal Aid to State and Local Governments, 1969-75.*
Comptroller General of the United States, Washington, D.C.
20 Dec 77, 64p
SHR-0002257 Available from U.S. General Accounting Office, Distribution Section, P.O. Box 1020, Washington, DC 20013.

This study analyzes the distribution of Federal aid to State and local governments between 1969 and 1975. During this period, per capita Federal aid increased more rapidly in the Northeast than in other sections of the country. Population and income growth slowed in this area while unemployment rose to the highest level in the country. In 1975, the five largest categories of Federal aid were: public assistance (29 percent of the total), revenue sharing (13 percent), the highway trust fund (10 percent), comprehensive manpower programs (5 percent), and aid to elementary and secondary education (5 percent). Federal aid per capita increased by 132 percent, from $97 to $228, during this period. Five major trends were observed between 1969 and 1975: (1) Federal aid per capita increased by more than twice the percentage of per capita income gain; (2) Federal aid became more evenly distributed in terms of the population, partly because of the addition of revenue sharing in 1973; (3) the East North Central region contributed a greater share of Federal personal income taxes than it received in aid; (4) the Northeast received a greater percentage of Federal aid than it contributed in Federal personal income taxes; and (5) Federal aid declined in the South and West but their aid shares remained larger than their tax shares. Factors influencing the flow of Federal aid are noted, including formulas used to distribute aid, State and local resources, State and local discretion, and Federal discretion. Figures and tables illustrating findings and supporting data are appended.

472. *Chattanooga, Tennessee, Human Resources Planning Agency. Report for the National League of Cities and U.S. Conference of Mayors.*
Research Group, Inc., Atlanta, Ga.
Mar 73, 58p
SHR-0002168 Available from Research Group, 1230 Healey Building, 57 Forsyth St., NW, Atlanta, GA 30303.

The planning process and structure for human services delivery in Chattanooga, Tennessee, are described. In 1972, the Human Services Department was created by city ordinance in an effort to provide a coordinated and integrated human service delivery system for Chattanooga. The department allocates over 400 staff positions to the following eight major units: administration and operations; community affairs; citizen participation; planning; reports and analysis; manpower services; educational services; and housing, health, and social services. A ninth operating unit is administrative services. The assessment and analysis of community needs are the responsibility of the reports and analysis unit. The community affairs unit is responsible for insuring citizen participation in program planning and operation. Citizen participation specialists have responsibility for involving citizens within their districts in department programs. Organizational charts include one of the Human Services Department. It is the philosophy of the department that a major element of successful planning and program development is sound analysis and reporting. The Human Services Management Information System and two department units (reports and analysis, and planning) provide adequate procedures and access to information needed to develop a local allied services plan. Coordination of State, county, and private human service providers is not incorporated into the department's planning process and structure. Program coverage and service boundaries are detailed. Recommendations to enhance the development of local allied service plans are offered.

473. *Child Abuse and Neglect and Protective Intervention in Mercer County, New Jersey: A Parent Interview and Case Record Study.*
Leroy H Pelton.
New Jersey State Dept. of Institutions and Agencies, Trenton. Div. of Youth and Family Services.
Nov 77, 77p
SHR-0002238 Available from NTIS, PC $6.00/MF $3.00

Parent interviews and case record analysis were employed to study child abuse and neglect cases in Mercer County, N.J. A random sample of 100 non-WIN (Work Incentive Program) cases were drawn from the entire caseload under supervision in Mercer County as of August 31, 1975. These cases were screened for child abuse and/or neglect, and 60 cases were identified and analyzed. Parent interviews were conducted in 33 cases. Child abuse was defined as any deliberate attempt by a parent or parent surrogate to injure or sexually molest a child. Child neglect was defined as providing the child

473.

with inadequate care or supervision. Twenty-five percent of children in the 60 cases had alcoholic mothers, and 12 percent had mothers who were known to have been heroin addicts. Mothers in the cases gave birth to an average of 5.5 children. Nineteen percent of mothers were under 16 years of age when they gave birth for the first time. A majority of mothers had left school by the end of the tenth grade, and parents in 83 percent of the cases were not living together at the time of the study. Fifty-two percent of the cases involved neglect only, 20 percent involved abuse only, and the remaining 28 percent involved both. Leaving a child alone or unsupervised was the most prevalent form of child neglect. Beatings were the most common type of child abuse. Sexual abuse was alleged in 14 percent of the cases. Between 17 and 23 percent of the children had suffered harm that was severe enough to require hospitalization or emergency room treatment. Parents expressed favorable attitudes toward their case workers. Based on the results of the study, it was suggested that a cash fund be established to make grants to families on an emergency basis for the purpose of eliminating health and safety hazards to children and that better communication lines between case workers and parents be developed.

474. *Child Development Program Evaluation: Its Past, Present and Future.*
Earl D Douglas, Richard J Fiene and Susan S Aronson.
Pennsylvania Dept. of Public Welfare, Harrisburg. Bureau of Child Development Programs.
Dec 77, 13p
SHR-0002295 Available from NTIS, PC $4.00/MF $3.00

The Child Development Program Evaluation (CDPE) conducted by the Pennsylvania Department of Welfare's Bureau of Child Development Programs is detailed. The bureau established as a priority the development and implementation of a standardized statewide licensing, monitoring, and evaluation system for day care programs in 1976 in recognition of the fact that each region under the Department of Welfare monitored and evaluated its programs differently. Demonstration projects were inititated to evalute and monitor child development services to provide training where needed. In the CDPE, two instruments known as the Ecological Monitoring and Information System and the Health Advocacy Training Project were merged and expanded to incorporate items covering all proposed State day care regulations and Federal requirements. The final CDPE instrument was comprised of four parts: (1) demographic information about a site, such as type of center and funding and contract information: (2) self-administered questionnaire from site staff members; (3) records and files pertaining to personnel records, health records of children, social services and child development, and a self-administered questionnaire for parents; and (4) site tour and caregiver interview. The CDPE addresses 16 areas of child day care services: administration, environmental quality and safety, record processing, record content, dental health, staff health, health services, special needs, child development, social services, and parent involvement. Presented at the American Public Welfare Association's National Conference in Washington, D.C., Dec., 1977.

475. *Classifications for Local Government Human Relations Work.*
Charlotte - Mecklenburg Community Relations Committee, N.C.
27 Oct 76, 36p
SHR-0001973 Available from NTIS, PC $4.50/MF $3.00

Classification procedures and forms related to the work of human relations agencies are included in this document, and are part of a system developed by the Charlotte-Mecklenburg Community Relations Committee in North Carolina to classify and describe the work of local government in the area of human relations. An analysis of materials from and interviews with human relations agencies in North Carolina indicated that the three general classifications of human relations work are problems, clients, and processes used to solve problems. Processes are defined as types of actions taken by human relations agencies to solve problems, results of these actions, and measurements used to evaluate actions performed. Procedures and forms are designed to keep records of all types of information encompassed by the classifications of human relations work. To use the forms, each member of a human relations agency staff should make an original record of all work performed using either a case report form or an activity log form and also summarize activities monthly according to process. Nine activity report forms have been designed to accomplish the latter.

476. *Client Pathway Orientation Guide.*
Harold D. Holder.
Caseway, Inc., Raleigh, N.C.
10 Oct 75, 28p
SHR-0001685 Available from Human Ecology Institute, 7334 Chapel Hill Rd., Raleigh, NC 27607.

An overview is presented of the Portsmouth, Va., human services system client pathway. The overview is intended for use not as a procedures manual for carrying out pathway operations, but as a general introduction to the pathway and to the purpose of each step, or function, within the pathway. A general description of the client pathway, accompanied by a schematic diagram, opens the guide. The client pathway is described as an organized sequence of steps that should result in meeting clients' needs or solving clients' problems. The client pathway consists of 12 functions: outreach, entry, courtesy response, emergency service, self-service, case manager assignment, problem assessment, service selection, resource allocation, service delivery, evaluation, and followup. The relationships among these functions are illustrated in schematic diagrams. Each function is then described in terms of the effects, or outputs, for which it is accountable and in terms of the general process by which it operates.

477. *Clinical Approach to Program Evaluation.*
Edward M. Glaser and Thomas E. Backer.
Human Interaction Research Inst., Los Angeles, Calif.
1972, 4p
SHR-0000984 Pub. in Evaluation v1 n1 p54-55, 57, 59 1972.

Alternatives to traditional methods of program evaluation are discussed. These alternatives comprise a clinical approach to program evaluation that rests on the assumption that assessments of research or service methods are most meaningful and useful if they evaluate the program as a whole and as a complex, interrelated entity. The five methods included in the clinical approach to program evaluation are: subjective measurement methods, consultation, feedback, debriefing, and participant observation. None of these techniques is new, but all appear to merit wider inclusion in program assessment designs. These methods are additions to the battery of available evaluative techniques; accurate and useful results are most likely to emerge when evaluators can select appropriate techniques from a wide range of alternatives.

478. *Coming Together – The Intergovernmental Cooperation Act of 1968: A Survey of State Implementation.*
Council of State Governments, Washington, D.C.
Jul 71, 92p
SHR-0002069 Available from NTIS, PC $6.00/MF $3.00

The implementation of the Intergovernmental Cooperation Act of 1968 at the State level is discussed. A broad range of management opportunities is provided to States under the act. The act allows for the reordering of governmental roles and creates a base from which States can move toward the re-establishment of an equal partnership with the Federal Government. It is noted that State implementation of the act has been largely procedural, with many potential opportunities of the act yet to be realized. It is recommended that specific actions be undertaken within the context of a framework that focuses on two goals: (1) sophistication of State capabilities to manage governmental delivery systems; and (2) expansion of service aspects of the act. Consideration is given to specific provisions of the act. Such provisions encompass Circulars A-95, A-96, A-97, and A-98; the project notification and review system; State plan review; the coordination of multijurisdictional planning; the waiver of State agency requirements; grant-in-aid notification; and Federal regional councils. A chronology of implementation activities is appended. A selected bibliography and the Intergovernmental Cooperation Act of 1968 are included.

479. *Community Analysis Project. Report No. 1-A.*
Jean E Bedger, Richard Glasser, Peter DeGuire and Delia Zemont.
Council for Community Services in Metropolitan Chicago, Ill.
Jan 77, 71p
SHR-0002314 Available from United Way of Metropolitan Chicago, 72 W. Adams St., Chicago, IL 60604.

Factual data on population and community characteristics, human service needs, and trends and expenditures resulting from a community analysis project in Chicago, Illinois, are presented in this supplement to a report issued in 1975. The project, designed to provide data for human service planning and decisionmaking, is being implemented in a three-stage process covering 1975 through 1979. In each stage, the following information is to be collected and organized according to geographic divisions of the Chicago area: identification of critical social problems using 67 selected indicators and a goal identification system developed by the Council for Community Services in Metropolitan Chicago and the United Way of America; service inventories showing the volume of service, geographic area, and type of client served; and income by source and expenditures by service field. Nineteen tables provide data relevant to five basic social goals: adequate income and economic opportunity; basic material needs and optimal environmental conditions; optimal health; adequate knowledge and skills; and optimal personal, family, and social well-being. Six tables provide additional 1970 Census data relevant to issues raised in the 1975 report. See also parent document, SHR-0000922.

480. *Community Treatment and Social Control. A Critical Analysis of Juvenile Correctional Policy.*
Paul Lerman.
Rutgers - The State Univ., New Brunswick, N.J. Dept. of Sociology.
1975, 254p
SHR-0001715 Available from University of Chicago Press, 5801 Ellis Ave., Chicago, IL 60637.

The impact of actual practices and policies related to community treatment programs for juveniles is assessed. Data relevant to achievements claimed for the community treatment project initiated in the Sacramento-Stockton area of California in 1961 are examined. The probation subsidy program enacted by the California legislature in 1965 is analyzed. The effectiveness of these projects in reducing the confinement of juvenile offenders in institutions and in lowering recidivism rates is evaluated. Community treatment programs are discussed in relation to issues for correctional policy. Assumptions and operating criteria pertaining to probation subsidy are considered, and the social impact of probation subsidy is explored. Issues inherent in probation subsidy for correctional policies are detailed, along with fiscal aspects of probation subsidy. It is demonstrated that major goals of the community treatment strategy in California were not realized in practice. Although community treatment was proposed as an effective alternative to traditional institutionalization, the latter was found to be more effective. Proposed as a noncoercive substitute for sanctions delivered by the State, community treatment proved to be associated with increases in State and local social control. Community treatment was found to be more expensive than traditional institutionalization. Improvements to the community treatment system and alternative treatment strategies are discussed. Appendixes contain a methodological note on community treatment program analysis and tabular data. A bibliography is provided.

481. *Compendium of Laws and Regulations Requiring Needs Assessment.*
Bruce Zangwill.
Office of the Assistant Secretary for Planning and Evaluation (HEW), Washington, D.C.
May 77, 314p
SHR-0001821 Available from SHARE, PC $11.75

Approximately 30 HEW programs requiring needs assessment (NA) in their authorizing statutes or regulations are identified. Nine programs without NA requirments are included for comparison purposes. Supply and demand analysis is excluded, since a person's need is not examined in this context. Excerpts provide the location of the requirement in the statute or regulation, and the language actually defining the need requirement is underlined. It is noted that the responsibility for conducting NA falls on the direct recipient of Federal funds: in formula programs the State usually conducts NA, and in project programs a local or State agency applicant does the assessment. While NA requirements play a major role in Federal grant-in-aid programs, the requirements are poorly defined. Most NA requirements are specified in the contents of a plan or application, but sometimes the services indicate the services a local project must provide. Some programs, however, contain both NA requirements and a list of specific services. The following excerpts of HEW educational programs contain an NA requirement: Adult Education Act; Emergency School Aid Act; Indian Elementary and Secondary School Assistance Act; Titles I, II, III, IV, and V of the Elementary and Secondary Education Act; vocational educational programs; community education, the Library Services and Construction Act; bilingual education; metric education program for gifted and talented; career education; and arts in education. Various titles of the Public Health Service Act, alcohol and drug abuse formula grants; and community mental health center programs are included. HEW social service programs with NA requirements include: rehabilitation services, aging programs, child welfare services, developmental disabilities, and Social Security Act Title XX. For comparison, the following programs are included without NA requirements: model project aging; Head Start; handicapped school programs; family planning, urban mass transportation; community services; and outdoor recreation development. A table summarizes NA requirements of selected programs.

482. *Comprehensive Employment and Training Act: Impact on People, Places, Programs.*
William Mirengoff and Lester Rindler.
National Academy of Sciences, Washington, D.C.
1976, 175p
SHR-0002212 Available from National Academy of Sciences, 2101 Constitution Ave. NW, Washington, DC 20418.

Twenty-eight governmental units (six cities, nine counties, nine consortia, and four States) were surveyed to follow the implementation of the Comprehensive Employment and Training Act (CETA) for three years. The findings of the first phase of the survey are presented in this report. Emphasis is placed on six substantive concerns in Title I of CETA (comprehensive manpower services): distribution of resources, planning process, administrative process, arrangements for delivering services to program clients, mix of manpower programs, and type of people served. The impact of CETA on manpower programs is visible in terms of both structure and program changes. Geographic distributional changes in funding under the Title I formula have occurred, primarily because of the heavy reliance on the unemployment element of the formula rather than on the poverty element. Manpower planning under CETA is compared with earlier planning before the law was enacted, and administrative challenges encountered by prime sponsors in the management of programs during the first year of CETA are noted. The results of the survey show that programs are basically still categorical, although significant developments are emerging. Such developments pertain to the operation of programs directly by prime sponsors and the integration of services at the local level. The effect of some decategorization and the transfer of decisionmaking is exhibited in the selection of clients and in the manner in which they are handled. A list of acronyms and statistical tables are appended, and a bibliography is provided.

483. *Conditions for Change in the Health Care System.*
Robert Blendon, Merlin DuVal, William M Hiscock, Anthony Robbins and Alonzo Yerby.
Robert Wood Johnson Foundation, Princeton, N.J.
Sep 77, 132p
SHR-0002237 Available from the Superintendent of Documents, Government Printing Office, Washington, DC 20402, Order number 017-022-00587-5.

This is the third in a series of monographs composed of staff papers and resource materials relating to the National Guidelines for Health Planning. This volume presents suggestions for change within the health care system and identifies some of the obstacles standing in the way of such change. A national health policy is discussed based on the proposition that personal health is an individual as well as a social responsibility. The prerequisites for achieving a health promotion policy include: protection of the environment, health information and motivation, universal access to health care when needed, and increasing technical and economic capacity to achieve these goals. The United States ranks poorly among the civilized nations of the world in male life expectancy, female life expectancy, and infant mortality. Poverty and excesses that result from affluence contribute to these statistics. Problems in various areas are discussed: failure to provide necessary health services to children; demands upon the health care system brought about by an aging society; premature deaths caused by coronary heart disease, motor vehicle accidents, and infant mortality; and escalation of costs and unfair distribution of services in the health care system. The following suggestions are made for improving health care: modifying lifestyles, changing the environment, reducing socioeconomic disadvantages, increasing health education, and promoting early intervention in the area of health problems. Tables depict the changes in death rates and show estimated per capita personal health care expenditures. The proper allocation of public resources, concern over quality of health care, changing public demands over priorities, and a demand for research accountability are leading to the development of new Federal administrative procedures. Third in a series of papers on National Guidelines for Health Planning.

484. *Coordinating Services for Children and Families.*
Maine Executive Dept., Augusta. Interdepartmental Children's Team.
27 Jan 78, 80p
SHR-0002318 Available from NTIS, PC $6.00/MF $3.00

Recommendations of the Department of Human Services, the Department of Mental Health and Corrections, and the Department of Education and Cultural Services in Maine are outlined as they pertain to the coordination of services to families and children in the State. An ad hoc interdepartmental children's team was established to respond to a request of the legislature for a long-term coordinated policy on services to families and children. This team concluded that such a policy could not be viewed as an isolated product but rather one that must involve people at the local, regional, and State levels from public and private agencies and the legislature. Underlying the philosophy of the planning process and the structure for the development of a long-term coordinated policy was the belief that the family is the primary vehicle for the care and development of children and that it should be the focus of services. Interim recommendations are aimed at maintaining, improving, and coordinating 24-hour emergency services, short-term emergency services, family crisis services, substitute care services, educational services, services to preschool handicapped children, and the Juvenile Code. Steps to be taken by the three departments in implementing the recommendations are enumerated. Report to the Governor and the 108th Legislature.

485. *Creating the New Profession: The Human Services.*
Stephen C Sunderland.
College for Human Services, New York.
1974, 31p
SHR-0002250 Pub. in Education and Urban Society, v7 n2 p141-171 Feb 75.

A conceptual basis for the functioning of autonomous human service professionals is discussed. The need for a human service profession is stressed, and interest must be expanded to encompass such human service problems as those encountered by non-English speaking children and their families, young handicapped persons and their families, dropouts, eligible but unknowing welfare recipients, employable addicts and ex-offenders, and suicidal convicted prisoners. The College of Human Services is proposed as one approach to improving the quality of human services by combining alternative organizations of professionals and clients into a generic human service system. It embodies certain assumptions: (1) opening a profession that encourages widespread support for service produces results in the client's interests; (2) relating service agencies to training institutions can accelerate the amount and improve the quality of service; (3) constructing the concept of performance knowledge will document and direct methods of service aimed at consequences of importance for clients; (4) strengthening education and political relationships between professionals and clients will promote individual and institutional structures of better service; (5) maintaining important qualities of humaneness is essential; and (6) continuing commitment to maintaining competence of practitioners will expand knowledge, increase sensitivity, and confront mediocrity and ill will. Characteristics of a human service profession and the concept of autonomy are detailed.

486. *Curriculum Essays on Citizens, Politics, and Administration in Urban Neighborhoods.*
1972, 738p
SHR-0002044 Pub. as Public Administration Review v32 Oct 72.

This compilation of essays deals with administrative decentralization and citizen participation in urban neighborhoods. The essays were the result of a 1970 conference in Boulder, Colo., that addressed public administration and neighborhood control. Specific topics considered in the essays are as follows: municipal decentralization; citizen participation in public affairs; theories of government related to decentralization and citizen participation; management under conditions of decentralization and citizen participation; racial, ethnic, and social class politics and administration; citizen participation in Community Action and Model Cities programs; and decentralization and citizen participation in education, social services, health services, and criminal justice systems. A list of references is provided at the end of each essay.

487. *Decentralization and the Community Service Center.*
Thomas A Fisher.
Dane County Dept. of Social Services, Madison, Wis.
Dec 75, 56p
SHR-0001672 Available from NTIS, PC $5.25/MF $3.00

Program accomplishments of a decentralization effort initiated by the Dane County Department of Social Services in Wisconsin are reported. During the early 1970's, the need for more localized and coordinated service delivery was recognized. Six part-time satellite offices were established by the department in 1973 to provide program information and services in outlying communities, with input and feedback potential to and from communities to make services available and responsive to individual and community needs. A critical evaluation of the satellite office project was conducted, and problems were identified. Recommendations were made by the department to improve the operation of satellite offices and, as a result, a comprehensive needs survey involving all social service units and income maintenance programs within the department was conducted for the month of November 1974. A community service agency meeting held to discuss rural needs and service delivery resulted in the establishment of three additional community centers in 1975. The department's inventory of available services at the local community level was expanded. Community awareness was maintained through media communications and referral liaison with other service organizations. Planned activities of the Department of Social Services are noted, and further information on its accomplishments is given in attachments to the report. Portions of this document are not fully legible.

488. *Deinstitutionalization: Accomplishments, Issues and Directions.*
LeRoy P. Levitt.
Illinois State Dept. of Mental Health and Developmental Disabilities, Springfield.
14 Jun 76, 14p
SHR-0002167 Available from National Conference on Social Welfare, 22 West Gay St., Columbus, OH 43215.

Social, cultural, political, economic, and professional issues pertaining to deinstitutionalization in the field of mental health are explored. A brief background discussion of trends in the provision of mental health services is presented. A definition of deinstitutionalization is presented encompassing three interrelated processes: the process of preventing unnecessary or inappropriate admission; the process of returning to the community all patients or clients who have been prepared through programs of rehabilitation to function adequately in local settings; and the process of establishing and maintaining a responsive community environment which protects human and civil rights. Major issues considered with respect to deinstitutionalization are the fate of State hospital staff and facilities, the fate of discharged or transferred patients, and community services and acceptance. Guidelines to facilitate entry into the community, integration into the community, and community education are presented. A bibliography is included. Presented at the Annual Forum (103rd) of the National Conference on Social Welfare, Washington, D.C., June 14, 1976.

489. *Delaware Department of Health and Social Services: Division of State Service Centers Program and Planning Manual.*
Delaware Dept. of Health and Social Services, Dover. Div. of State Service Centers.
1975, 53p

SHR-0002239 Available from NTIS, PC $5.25/MF $3.00

This program manual is intended to serve as a general guide for implementing the service center program of the Delaware Department of Health and Social Services. Goals of the service center program are to deliver human services as economically as possible, to increase the accessibility of services to those in need, to increase community involvement in defining service needs, to augment the quality of service programs, and to provide a more uniform basis for program planning and management. The organization and management of service centers are detailed. The remaining sections of the manual concern services to be provided by centers, the location of service centers, service center staffing, record and client tracking systems, the formation of the Council on State Service Centers, policy guidelines for citizen advisory councils, and information and referral services. Forms for use in record and client tracking systems are included.

490. *Deprofessionalization: An Alternate Hypothesis for the Future.*
Marie R Haug.
Case Western Reserve Univ., Cleveland, Ohio.
1973, 17p
SHR-0002275 Pub. in Sociological Review Monograph, n20 p195-211 Dec 73.

The hypothesis is advanced that deprofessionalization, rather than professionalization, can be forecast in human service work by the 21st century. There are 3 basic characteristics of a profession: mastery over knowledge, a humanitarian approach in applying knowledge, and the autonomy of the professional to have freedom from lay control. Although professional autonomy is currently supported by bureaucratic authority, it is being challenged through the division of labor movement exemplified by the paraprofessional. In 1968, Congress institutionalized the New Careers concept to help bridge the gap between the poverty community and service organizations; and the term "new professional' has emerged. The professional knowledge monopoly is being eroded by computer technology as well as by the rapid expansion of knowledge resulting from rising levels of general education. The paraprofessional claims that the professional's credentialism is irrelevant to the application of knowledge in real life. Many persons prefer the warm, nurturant qualities of the nonprofessional over the detached manner of the professional. Demands for accountability and client control are thus calling for an end to professional decisionmaking power. This transformation of professional roles may not reach the level achieved in China, but a tug of war is going on in the United States between the older professionals and the new workers in our professionalizing society.

491. *Developing a Family Impact Statement.*
Sheila B Kamerman.
Columbia Univ., New York. Cross - National Studies of Social Service Systems and Family Policy.
May 76, 21p
SHR-0002193 Available from ERIC Document Reproduction Service, P.O. Box 190, Arlington, VA 22210 as PS 008 956.

This report addresses the feasibility of developing and putting into operation a family impact statement. Particular attention is paid to the potential value of such a statement, the scientific feasibility of defining and putting it into operation, the knowledge base and analytical framework of the statement, and the system or process that could produce it. The report is based on interviews with certain experts including both scholars and government officials in the fields of child development, family sociology, family and child welfare, evaluation research, social indicators, political science, policy analysis, and family policy and on a review of pertinent literature. Family impact statements are viewed as tools for the improvement of family technology. Problems associated with the development of a family impact statement are assessed, and different approaches to statement development are explored. Three analytical frameworks are identified as potentially most useful: evaluation research, prediction and forecasting, and policy analysis. Recommendations on the development and application of family impact statements are offered.

492. *Development of a Human Service System-City of Portsmouth: End of Year (FY76) Report.*
Stephen D. Mittenthal.
Human Ecology Inst., Wellesley, Mass.
Jul 76, 161p Executive Summary available from PROJECT SHARE.
SHR-0001689 Available from Human Ecology Institute, 7334 Chapel Hill Rd., Raleigh, NC 27607.

The experience of Portsmouth, Va., in developing an operating system of human services is documented in a report structured upon two models. The models—a productive and accountable operating system of human services and a development process and management structure considered necessary to design, acquire, install, and test the operating system—are felt to be critical to an understanding of the Portsmouth program. The report first summarizes some of the major experiences, problems, and lessons of system development in the city, then deals with the operating system being built and the development program that is the instrument for the building process. Specific areas discussed in the section dealing with the operating system include the generic design of the operating system; requirements addressed by the Portsmouth operating system; the relationship of the Portsmouth system to the generic model, with attention to external structures such as the population to be served, governance, and specification; the relationship of the Portsmouth system to the model, with discussions of the internal structures which make up the service delivery system (e.g., client pathway, case management, resource directory); and the relationship of the Portsmouth system to other institutions. Topics discussed in the second section include a generic model for human services, the Portsmouth development process, and Portsmouth development management. Figures, tables, and exhibits accompany the text.

493. *Development of Agency Coordination and Service Integration: The Area-Based Matrix Organization.*
W. Robert Curtis.
Social Matrix Research, Inc., Taunton, Mass.
31 Dec 76, 38p
SHR-0001735 Available from Social Matrix Research, Inc., Box 705, Taunton, MA 02780.

This paper presents an alternative strategy for improving Federal, State, and local human services within budgetary constraints. Emphasis is placed on the development of an organizational design within DHEW and State government that allows for increased flexibility and responsiveness at critical points in the structure. In the proposed human service organization, integration occurs both at the top of each governmental unit and in the delivery of client services. Coordination occurs in both vertical and horizontal dimensions. Measures to increase coordination are fourfold: (1) strengthen the integration of health, economic support, mental health, social services, rehabilitation, and education in the Office of the Secretary of DHEW; (2) develop a high degree of supportive interaction between regional offices and State umbrella agencies; (3) differentiate between separable and inseparable services and develop policies regarding decentralization based on economies of scale and these distinctions; and (4) establish a consolidated client pathway at the community and neighborhood level. An area-based human service system designed as a matrix organization is described. It is composed of an area human services office, decentralized categorical functions, the community or neighborhood social environment, and the client pathway. Graphic illustrations of the proposed organizational design are provided.

494. *EASE: Employment Assistance and Support for the Ex-Offender: Appendix and Technical Data.*
Sam Castleberry, Nancy Dailey, Cheryl Fuller and Jack Mistead.
Texas Dept. of Community Affairs, Austin. Youth Services Div.
31 Jan 76, 72p
SHR-0002157 Available from NTIS, PC $5.25/MF $3.00

Forms used in an evaluation of Project EASE (Employment Assistance and Support for Ex-Offenders) and resulting statistical data are presented in these appendices to the project's final evaluation report. Administered by the Texas Department of Community Affairs in cooperation with the Texas Youth Council and the Texas Rehabilitation Commission, the project was instrumental in reducing the recidivism rate of communities in which it operated (San Antonio, Dallas, and Fort Worth). Significant concepts related to the project's success were the use of peer counselors, a team effort, the broker of services concept involving community resource specialists, and the multiplier concept encompassing the utilization of volunteers and volunteer organizations. A variable dictionary pertaining to client backgrounds is provided, along with client, family, and EASE team member questionnaires administered in the collection of evaluation data. Statistical tests and calculations involved in data analysis are detailed. Technical data on drug and alcohol use, types of crimes, and recidivism are tabulated for 205 clients of Project EASE. A narrative interpretation of the data is given. See also companion document, SHR-0002156.

495. *EASE: Employment Assistance and Support for the Ex-Offender.*
Sam Castleberry, Nancy Dailey, Cheryl Fuller and Jack Milstead.
Texas Dept. of Community Affairs, Austin. Youth Services Div.
31 Jan 76, 44p
SHR-0002156 Available from NTIS, PC $4.50/MF $3.00

The operations of Project EASE (Employment Assistance and Support for Ex-Offenders) are evaluated. Administered by the Texas Department of Community Affairs in cooperation with the Texas Youth Council and the Texas Rehabilitation Commission, the project was instrumental in reducing the recidivism rate of communities in which it operated. Counselors were available on a 24-hour basis to aid clients in the areas of employment and personal planning, and to discuss other problems faced by ex-offenders trying to reenter their communities. Concepts contributing to the effectiveness of Project EASE were: the peer counselor concept involving use of ex-offenders who could empathize with clients; the broker of services concept involving the use of available community resource specialists; and the multiplier concept encompassing the utilization of volunteers and volunteer organizations. Questionnaires were administered to clients, parents, and EASE team members to obtain their views concerning the project. Two types of outcome were evaluated: attainment or nonattainment of monthly objectives set by the Texas Youth Council Field Service counselor, and final case disposition. Employment, training, testing, counseling, and supportive services at EASE sites in San Antonio, Dallas, and Fort Worth were evaluated in terms of ability, competence, referral usefulness, client usefulness, and effectiveness, and the results were tabulated. On an overall basis, Project EASE received positive ratings from both team members and service consumers. Recommendations were made by team members to increase staff, expand client eligibility, generally expand the program, improve employment opportunities for the unskilled and uneducated, have training with pay, provide client transportation, increase services, employ women to work with female clients, establish more field offices closer to clients, and deal with family situations. See also Appendix, SHR-0002157.

496. *Ecological Monitoring Information System (EMIS).*
Richard John Fiene, William J Cardiff and Melvin R Littles.
Appalachian Regional Commission, Washington, D.C.
1975, 273p Executive Summary available from PROJECT SHARE.
SHR-0000636 Available from SHARE, PC $10.75

The ecological monitoring information system (EMIS) is introduced as a technique for analyzing temporal and spatial characteristics of interactional patterns in groups. It is envisioned that the EMIS will be beneficial in the fields of child development theory, evaluation research, and cybernetics. The EMIS project was funded by the Appalachian Regional Commission and implemented in Pennsylvania. A basic schema for evaluating and monitoring child development projects with possible computerization capabilities is presented, along with forms for use in such projects and a hypothetical proposal for coordinated comprehensive day care, family day care homes, outreach, and family planning. The development of the EMIS is reviewed, and the ecological environment of child day care is examined. The findings of various studies investigating the effect of a child's environment on interaction and verbalization are reported. The implications of data obtained from these studies for Pennsylvania are discussed. It is felt that child development services, and particularly day care services, are needed in the State. Summaries of projects funded by the Appalachian Regional Commission are given, and numerous forms and procedures for use in structuring information on interactional patterns in groups are provided. Guidelines to follow in program evaluation are outlined for such program elements as medical, education, outreach, public relations, administration, and social services. A list of references is included.

497. *Effecting Internal Change in Human Service Organizations.*
Herman Resnick.
Washington Univ., Seattle. School of Social Work.
1977, 8p
SHR-0002298 Pub. in Social Casework v58 n9 p546-553 Nov 77.

Three approaches to promoting organizational innovation and stimulating intraorganizational change activity in human service agencies are described. The approaches involve the concept of changing an organization from within (COFW). COFW is defined as a series of activities occurring inside an organization that are designed to improve delivery of services and that are performed by low or middle echelon members of human service agencies. COFW assumes the following: (1) welfare organizations adversely affect either staff members or clients at some time; (2) decisionmakers will react either supportively or resistively to change proposals; (3) organizations can be improved by the focused and sustained activities of low and middle echelon staff members; (4) and staff member morale can be improved through COFW. Common to all three approaches is the presence of an organizational member who initiates the process of change from below (change catalyst). The change catalyst may: (1) begin an organizational change project after perceiving that a specific problem is the direct or indirect cause of inadequate client services; (2) begin an organizational change project through the organization of staff members known to be generally dissatisfied with agency functioning; or (3) begin an organizational change project that appears to represent a solution to some problem in an agency. The advantages and disadvantages of each approach are examined.

498. *Effects of Deinstitutionalization on State Hospital Staff: Employee Reactions and Reports.*
Julia Herskowitz and Glen Havumaki.
Executive Office of Human Services, Boston, Mass. Taunton Area Service Integration Project.
1976, 19p
SHR-0002174 Available from NTIS, PC $4.00/MF $3.00

The changes in attitudes and tasks experienced by 16 employees who went from working on a ward at Taunton State Hospital in Massachusetts to working in a neighborhood center are assessed. The 16 employees who were interviewed supported the deinstitutionalization process, but they felt the changeover was made too quickly. Help received from both the administrative director, who organized the program, and the nursing supervisor were important aids in the transition process. The main criticisms are the fact there was too little training for their new role in a human service center and poor communication between the area administration and the human service centers. Two effective communication aids are suggested to improve the communication problem between the area office and the centers: (1) a regular newsletter reporting what is occurring in all parts of the area project; and (2) several intermediaries who would act as 2-way transmitters of information, clarifiers, and mediators. The judicious use of staff meetings and planned social gatherings was suggested as aids to the changeover employees. In addition to these intraorganizational functions, the employees believed that units of the community program need to publicize their presence and educate the communities about the appropriate use of the human service centers. Survey interview questions and some of the employee responses are included.

499. *Emerging Developments in Mental Health Program Evaluation.*
William Neigher, Roni J Hammer and Gerald Landsberg.
Community Mental Health Center of Passaic and Clifton of St. Mary's Hospital, Passaic, N.J.
Mar 77, 515p
SHR-0002140 Available from Argold Press, 4802 Tenth Ave., Brooklyn, NY 11219.

Proceedings of the May 1976 Community Mental Health Center (CMHC) Program Evaluation Conference, held in Monticello, New York, and sponsored by the National Institute of Mental Health (NIMH), are reported. The conference was regarded as the beginning of a series of training and orientation activities targeted toward both establishing effective staff and programs in each Region II CMHC and making available expert technical assistance wherever and whenever it is needed. Following a brief overview of the growth of importance of NIMH program evaluation, texts of 31 presentations made at the conference's workshop and plenary sessions by evaluators and administrators from CMHC's, State psychiatric facilities, and local clinics are reprinted. The conference focused upon emerging approaches, directions, and activities in program evaluation including: overall perspectives and operationalization of outcome studies; innovations in utilization review; problem-oriented medical records; needs assessment studies; consumer feedback studies; citizen participation in program evaluation; and impact of evaluation on program management. The future of mental health services and evaluation, new legislation and emerging developments, and the politics of implementation were also considered. An author index is included. Proceedings of the HEW-NIMH Region 2 Program Evaluation Conference, May 1976 at Monticello, N.Y.

500. *Employment Service: An Institutional Analysis.*
Mark Lincoln Chadwin, John J Mitchell, Edwin C Hargrove and Lawrence M Mead.
Urban Inst., Washington, D.C.
1977, 216p

500.

SHR-0002240 Available from the Superintendent of Documents, Government Printing Office, Washington, DC 20402, Order number 029-000-00297-7.

Institutional factors affecting the performance of the U.S. Employment Service (ES) are investigated. Emphasis is placed on organizational characteristics conducive to high performance in State ES agencies and their local operations; and on external linkages of the ES with State and local politics, other agencies, and regional and national offices of the Department of Labor. Research for the investigation was undertaken during 1976 involving a sample of nine State employment security agencies (SESA's), six regional offices, and the National Office of the Employment and Training Administration. High-performance SESA's tended to differ systematically in their organizational structures and styles from low-performance SESA's. The organizational differences appeared to be a significant cause of performance variations. Differences were noted among SESA's in adaptiveness to change and receptivity to Federal assistance. The generally low performance of ES offices in urban areas was attributed, in part, to organizational factors. SESA linkages to State and local politics and other agencies were an important influence on ES operations. It was observed that the ES had limited ability to guide and assist SESA's due to organizational problems of its own, and that political constraints and policy issues at the national level must be addressed if the ES as a whole is to improve. Recommendations concerning these issues are offered. Additional information on the methodology of the investigation and the ES is appended.

501. *EVAL-U-TREAT: A Direct Service, Quality Assurance and Outcome-Oriented Case Reporting Procedure.*
William R Benedict.
Lutheran Social Services of Wisconsin and Upper Michigan, Stoughton, Wis.
1977, 41p

SHR-0002311 Available from NTIS, PC $4.50/MF $3.00

Goal attainment scaling was employed in the development and field testing of a goal-oriented service plan and recording procedure in this 9-month demonstration project. The purpose of the project was to obtain operational data on the goal-oriented direct service contracting and recording procedure known as EVAL-U-TREAT. A central question was whether goal attainment scaling could be incorporated into the direct service counseling process in an efficient manner without sacrificing the capacity to generate systematically case-specific records that would satisfy service process and outcome auditing standards. The EVAL-U-TREAT model was originally developed as an inpatient clinical outcome evaluation procedure by the Lutheran Social Services of Wisconsin and Upper Michigan in late 1972 and was later applied to the agency's individual and family counseling services. A semiexperimental design was used to gauge client response to the EVAL-U-TREAT procedure. The results obtained in the course of the project suggested that the procedure called for in the model was applicable to the direct practice counseling situation. Analysis of case records for both goal plan clients and nongoal plan clients showed that records of goal plan clients were in much closer compliance with Federal and State case recording guidelines. Goal plan clients obtained a mean goal attainment score of 58.3, and a score of 50 indicated that clients, on the average, accomplished their goals at the expected outcome level. A list of references and supporting data on the findings of the project are included.

502. *Evaluating Social Interventions.*
Dennis N Perkins.
Michigan Univ., Ann Arbor. Inst. for Social Research.
1977, 18p
SHR-0002297 Pub. in Evaluation Quarterly v1 n4 p639-656 Nov 77.

A framework for conceptualizing a range of evaluation research activities is presented. The development of a broad taxonomy of assessment activities and methodological alternatives is discussed. Based on the first-order characteristic of evaluation purpose, the following six assessment categories are identified and described: diagnostic or strategic evaluations concerned with objectives and resource disposition; compliance evaluations; evaluations pertaining to the logic inherent in program design; evaluations of the functioning of the administrative component of the program delivery system; evaluations of program interventions; and evaluations of the net output of the program delivery system. Analytical and research methods associated with the six evaluation types are described and a table summarizing the principles of evaluation methods is presented. Additional figures present a diagram of a space for describing research activities, and a chart displaying evaluation types and methodological alternatives. Methodology is viewed as a second-order characteristic of interest for its contribution to the fulfillment of evaluation objectives.

503. *Evaluation in a Community Mental Health Center: Hillsborough CMHC, Tampa, Florida.*
Laurence Kivens and David C Bolin.
1976, 8p
SHR-0002323 Pub. in Evaluation v3 n1-2 p98-105 1976.

Program performance evaluation procedures employed by the Hillsborough Community Mental Health Center (CMHC) in Tampa, Florida, are examined. Research and evaluation are considered to be tools for obtaining greater efficiency in programs at the center. The patient intake form is the primary instrument used to collect demographic data on patients. A monthly report on the delivery of patient services is provided to the center's staff and board of directors, the Tampa Area Mental Health Board, county commissioners, and other interested persons. Evaluations conducted varied according to center program. A questionnaire has been devised to evaluate program effectiveness by examining five areas: social support system, economic support, physical health, independent activities of daily living, and mental health. Many of the center's research and evaluation efforts cut across specific programs in order to gain broader knowledge of the client population. Examples of studies conducted to evaluate programs are noted, and a sample goal treatment plan is included. The development of the evaluation approach for the CMHC is reviewed. Florida's 1975 reorganization of human services delivery on the center is assessed. It is demonstrated that data-gathering at the Hillsborough CMHC, although descriptive and process oriented, has helped to shape program goals and outcomes.

504. *Evaluation of a Home Health Aide Training Program for the Elderly.*
Morgan Lyons and G. Alec Steel.
Florida Research Center, Inc., Tallahassee.
1977, 12p
SHR-0002296 Pub. in Evaluation Quarterly v1 n4 p609-620 Nov 77.

This report illustrates the use of a multilevel approach to evaluate a home health aide training program. The program, conducted in Lee County, Florida, graduated a total of 55 participants that were primarily low-income senior citizens in five classes between November 1975 and September 1976. Each class consisted of 6 weeks of basic aide/orderly classroom instruction, followed by 6 weeks of combined classroom and on-the-job training. Participants were paid $2.30 an hour for a total of 360 hours of instruction and training. The curriculum emphasized home care by and for senior citizens. Methods used to recruit eligible senior citizens into the program included press releases, media interviews, public appearances, and notes on strategically located bulletin boards. An evaluation was conducted by independent researchers and was designed to address questions

504.

about employment. Data were obtained from questionnaires mailed to all program participants; interviews and observations conducted with a selected sample of aides, their patients, and caretakers; interviews with key informants at both the local and State levels; and a review of pertinent laws, regulations, and other documents. The issue of employability was approached on a number of levels and with a variety of techniques. It was determined that the broader significance of the training program has to do with its role, or potential role, in the delivery of health services. ,Summary of An Evaluation Report on the CETA Lee County Senior Citizens Home Health Aide Training Program.'

505. *Evaluation of Human Services Planning Approaches at State and Local Levels. Volume II.*
Charles C. McClintock.
New York State Coll. of Human Ecology, Ithaca. Dept. of Community Service Education.
15 Nov 77, 308p Executive Summary available from PROJECT SHARE.
SHR-0002399 Available from NTIS, PC $11.75/MF $3.00

Eight States were visited by project teams for the purpose of examining techniques of human resource planning. These States represented the three most common variations in human service administration: single purpose separate agency structures; supervisory umbrella secretariats; and strongly operational umbrella agencies. They included State-administered programs utilizing regional or local branches of State offices; State-supervised locally administered services; and combinations of State and local administration with an interface of separate regional planning structures. There is a descriptive overview of the States visited. Illinois presented an example of a single purpose agency with no form of umbrella supervision or administration, while Massachusetts provided an umbrella structure with authority limited to advisory functions. In Missouri, a new administration was affecting planning continuity. Other State sites visited were: Washington, Virginia, Rhode Island, North Carolina, and Kentucky. A summary of case studies shows that no State is interested in long range, comprehensive plans. Justification of program choices in support of budget proposals constitutes the most frequent planning occupation. A working outline is proposed as a structure for the description of planning efforts. Procedures for telephone and site visit interviewing are presented. A guide for data analysis is provided in chart form with analytic questions and illustrative response categories. Finally, a theoretical framework for analysis and evaluation of human services planning highlights the following: (1) the essential phenomena of planning are the activities and processes by which it is done; (2) planning is oriented to implementation of its products and, hence, may be evaluated with reference to its consequences; (3) planning is a form of decisionmaking; and (4) planning occurs in an institutional, sociopolitical, and technological context which influences its processes by affecting its choices of means and ends. See also Volume 1, SHR-0002244.

506. *Evaluation Research: An Assessment of Theory, Practice, and Politics.*
Peter H Rossi and Sonia R Wright.
Massachusetts Univ., Amherst. Social and Demographic Research Inst.
1976, 47p
SHR-0002303 Pub. in Evaluation Quarterly v1 n1 p5-51 Feb 77.

Research designs and related techniques that may be useful in the assessment of social policies and programs are surveyed. A distinction is made between evaluation research and other ways of judging the utility of social policies and programs, with evaluation research viewed as drawing upon research techniques from the social sciences. The main difficulties in applying social science research techniques to policy and program evaluation are methodological in nature. It is assumed in evaluation research that a program and its goals and criteria for success are sufficiently well defined to allow an appropriate research plan to be designed. Features of evaluation research are enumerated, and major problems associated with conducting evaluation research are clarified. Particular attention is given to defining evaluation criteria, methodological issues in evaluation, program monitoring, and process evaluation. Methods employed in the conduct of evaluation studies are detailed, and the evaluation of the outcomes of ongoing programs is discussed. Case studies that involved the evaluation of ongoing programs by using either cross-sectional or longitudinal designs to assess impact are cited. They illustrate the problems encountered by evaluators, the data analysis techniques employed, and some political problems that emerged. A number of field evaluation experiments and problems involved are also reported.

507. *Ever Feel Like You're All Alone Trying to Improve the Human Condition. An Assessment of the Memphis State University Human Services CO-OP.*
Laura Ingram.
NA
15 Jun 77, 438p Executive Summary available from PROJECT SHARE.
SHR-0002066 Available from SHARE, PC $14.00

The Human Services CO-OP is sponsored by Memphis State University (MSU) as a public service program facilitating the sharing of knowledge among community human service agencies, civic groups, and governmental and educational institutions to make effective use of existing community resources. CO-OP participation is open to all agencies, organizations, and institutions offering nondiscriminatory direct or indirect services to people in the greater Memphis area. It is a volunteer organization that is membership directed and operated. Two basic processes developed for achieving its purpose of community planning and coordination are linkages and 'Sharing'. Linkages are arranged by CO-OP facilitators upon receipt of a request from a colleague. Roundtable linkages involve representatives from several agencies who gather for discussion, information dissemination, or joint planning. 'Sharing' is an interagency information packet which is distributed on a monthly basis. It includes announcements from agencies of programs or services available and information on recent CO-OP developments. It has a circulation of about 1,000 agencies and individuals. The CO-OP has two main divisions: the Steering Committee and the Facilitators' Committee. The 26-member Steering Committee is responsible for formulating goals and policies, and the Facilitators Committee is responsible for the conduct of linkages and serves as the operational leadership staff of the CO-OP. The Steering Committee policies must be compatible with those of MSU, the prime funder, which has administrative authority and responsibility for the CO-OP. An evaluation of the CO-OP was drawn from two survey instruments: an individual questionnaire from each person on the 'Sharing' mailing list and an agency questionnaire mailed to executives of all member agencies. The questionnaires are included and the responses are recorded in a table. The future of the CO-OP is assessed by a planner, a services director, and a community volunteer. The appendices illustrate goals and objectives, sponsorship, services and activities of linkages and 'Sharing', structural organization, personnel involved, and evaluations of the CO-OP. Portions of this document are not fully legible.

508. *Experimenting Community: A New Curriculum for Human Service Professionals.*
Harry Butler and John Bilorusky.
Cleveland State Univ., Ohio. Dept. of Social Service.
1974, 23p
SHR-0002249 Pub. in Education and Urban Society, v7 n2 Feb 75.

508.

Curriculum models for professionals in the human service field are examined. It is stated that educational preparation for human service practice must permit students to develop an individualized and inquiring moral stance which guides action. Curriculums are conceptualized according to their degree of openness and the extent to which they allow and encourage the development of student autonomy. Four curriculum models are discussed: the performance model offering the traditional curriculums and emphasizing conformity; open and closed social exchange or contract models allowing students to negotiate a more or less individualized program; and the experimenting community, in which learning experiences emerge from a process of interaction allowing individuals to examine their relations with the world in a critical and open manner. Contradictions between learning and certification are explored. The role of improvisational learning and the importance of community experience in curriculum models are examined. An appendix describing the stages of child development is included. Earlier draft presented at the Annual Program Meeting of the Council on Social Work Education, Atlanta, Ga., March 11, 1974.

509. *Family and Community Impact of Day Care: Preliminary Findings.*
Leta F Myers.
Pennsylvania State Univ., University Park. Coll. of Human Development.
Dec 72, 217p
SHR-0002194 Available from ERIC Document Reproduction Service, P.O. Box 190, Arlington, VA 22210 as PS 007158.

A family and community impact study was initiated to analyze the impact of day care on families and communities in Pennsylvania. Three major areas of concern in the study were: parent participation in day care and the relationship between the use of day care facilities and marital satisfaction; the effect of day care parent participation on community involvement; and the economic impact of using day care centers on the family. Interviews were conducted with selected parents in Pennsylvania who had a child or were waiting to place a child in a day care center. A total of 190 families from both urban and rural areas were sampled in the evaluation of parent participation. A variety of participation activities, generally of a social nature, were observed. Private urban fathers and rural mothers generally exhibited the highest level of participation. Families with the greatest marital satisfaction were those in which the mother was employed and day care services were used. Actual participation at a day care center did not correlate with marital satisfaction. In terms of community involvement, there was no direct relationship between day care and community participation. Fathers from private day care centers were the most involved in the community and held the most powerful positions in centers, and urban mothers were also highly involved in the community. In a comparison of families using day care with families on day care waiting lists, a significant relationship between the use of day care and total income, per capita income, mean net income, and the employment of mothers was observed. Supporting data on the findings of the study are provided.

510. *Family and the State: Considerations for Social Policy.*
Robert M Moroney.
Centre for Studies in Social Policy, London (England).
1976, 142p
SHR-0002195 Available from Longman, Inc., 19 W. 44th St., Suite 1012, New York, NY 10036.

This study is concerned with families, the function of the family as a social service in the sense that it provides social care for its members, and the role of the organized social welfare system as it affects the family. It is suggested that issues surrounding the family and social policy have been neglected. Trends in the following areas are explored in relation to what families seek, what services are provided, and the development of social policy: social service function of families with handicapped members, supports required by nonhandicapped members of families, and function of the organized social welfare system. A number of themes are explored with regard to the family. The first is the conceptual issue of the purposes of the family, specifically socialization, economic, and personal care functions. A second theme is the evolution of family types, while a third theme deals with the delineation of socioeconomic factors that affect the service function of the family. When dealing with mentally handicapped children and the handicapped elderly and families providing care to these two groups, the concern is with identifying prevalence data, need estimates, and service provision. Both qualitative and quantitative aspects of the caring function of society and social workers are discussed. Organizational barriers to the provision of service are explored, and the implications of the family for social policy formulation are considered. An index is included.

511. *Family Impact Analysis and Family Policy Advocate: The Process of Analysis.*
Lance R Wilson and Gerald McDonald.
Minnesota Univ., Minneapolis. Family Study Center.
Mar 77, 22p
SHR-0002265 Available from NTIS, PC $4.00/MF $3.00

Family impact analysis is a crucial dimension in the development and implementation of family policy and public policy in general. A primary goal of family impact analysis is the generation of family impact statements. Both family analysis and family policy advocacy have as their goal the enhancement of family well-being. They are shown to be distinct but overlapping processes. Roles and activities of a family impact analyst are clarified in relation to the general process of policy analysis. The relationship of family impact analysis to 10 steps normally taken in policy analysis is explained. The 10 steps are: clarify the problem, determine objectives, determine measures of effectiveness, examine alternatives or means, construct a model of the real world system, apply alternatives to the model, evaluate and interpret results, perform sensitivity analysis, consider deficiencies, and summarize and recommend. A bibliography is provided. Presented at annual meeting of the Southern Sociological Society, Atlanta, Ga., Mar. 1977. Report no. 4 of Family Impact Series.

512. *Federal Assistance for Programs Serving the Handicapped.*
Department of Health, Education, and Welfare, Washington, D.C. Office for Handicapped Individuals.
Sep 77, 348p
SHR-0002292 Available from NTIS, PC $12.00/MF $3.00

This resource directory lists Federal programs that provide assistance to handicapped individuals. A brief description of the Office for Handicapped Individuals and its clearinghouse is presented. Information compiled in the directory was obtained primarily from the "1977 Catalog of Federal Domestic Assistance' and secondarily from a survey conducted by the Office for Handicapped Individuals that involved all Federal departments and agencies. Most programs listed in the directory provide assistance to the handicapped or to people working with or for them. Medical research programs which have implications for handicapped individuals are listed by title, as are programs of the Urban Mass Transportation Administration which is committed to developing a system that can be used by the handicapped. Programs to alleviate problems of alcoholism and drug abuse and programs to protect civil rights are listed. Programs are categorized as follows: formula grants to States, project grants, direct payments, or nonfinancial assistance and are no longer presented in Federal Government agency order. A subject index, an index on applicant eligibility, a listing of important State agencies serving the handicapped, a listing of resources for funding information, and a bibliography of publications related to funding are included.

513. *Federal Government Should but Doesn't Know the Cost of Administering Its Assistance Programs.*
Comptroller General of the United States, Washington, D.C.
14 Feb 78, 48p
SHR-0002342 Available from U.S. General Accounting Office, Distribution Section, P.O. Box 1020, Washington, DC 20013.

The General Accounting Office studied and estimated the costs incurred by Federal, State, and local governments for administering 72 selected assistance programs. Because the total cost for administering Federal assistance programs was unknown but believed to be substantial, the study was to determine: (1) the extent of financial and staff resources expended on the administration of a wide range of assistance programs; (2) whether Federal agencies need to secure better information on the cost for administering programs; and (3) the relationship between the cost for administering Federal assistance programs and such factors as program size, administrative network used, method of distribution, and types of service provided. It was found that costs vary considerably to administer categorical grant programs, that costs vary among States for the same program, and that costs differ among programs with similar characteristics. Until information on administrative costs and functions is gathered on a routine basis, these variations cannot be analyzed to improve administration. Such information once obtained, however, might allow implementation of the following administrative improvements: consolidation of inefficient small-dollar programs; reduction in the number of levels involved in administering some programs; elimination of inefficient practices under existing programs; and application of proven practices to new and existing programs. Appendices contain forms, procedures, and data relating to the conduct of the study.

514. *Future for Social Services in the United States.*
John Turner.
National Conference on Social Welfare, Columbus, Ohio.
1977, 90p
SHR-0002283 Available from National Conference on Social Welfare, 22 West Gay St., Columbus, OH 43215.

Recommendations on the organization and delivery of social services are offered in this task force report of the 1976 National Conference on Social Welfare. The purpose of the task force was to explore the feasibility of establishing a more effective social service delivery system. It examined the existing social service system in the United States, and proposed a design for an integrated system to be implemented over a 10-year period. The report discusses issues involving and factors affecting the organization of social services, with particular attention given to the impact of Title XX. Major concerns and recommendations of the task force pertain to: 1) integration of social service policies and programs; 2) reorganization of social service delivery at the local level; 3) strategic shifts in priorities; 4) improving the capacity of supporting components; 5) social services and the public interest; 6) the domain of social services; and 7) the relationship of social services to other human services. An appendix summarizes the recommendations of the task force on Title XX programs, expanding management technology and professional accountability in social service programs, and principles for an income security system. A list of references is included. See also Preliminary Report, SHR-0001523.

515. *Home Health: The Need for a National Policy to Better Provide for the Elderly.*
Comptroller General of the United States, Washington, D.C.

30 Dec 77, 67p
SHR-0002276 Available from U.S. General Accounting Office, Distribution Section, P.O. Box 1020, Washington, DC 20013.

The coordination of Federal programs offering home health benefits for the elderly is addressed, and the need for a comprehensive national policy focusing on the delivery of home health services is reported. Costs associated with the provision of home health services to the elderly, including the value of services rendered by family and friends, are examined in terms of level of impairment and are compared with costs of nursing home care. As one becomes more impaired, the costs of home services increase along with the proportion of care provided by families and friends until the 'greatly impaired' level, the breakeven point in cost, is reached. There is a high probability that older people who live alone will eventually be institutionalized. It is proposed that 200,000 public service jobs be created to provide home health services for the elderly to help defer the need for institutionalization. Costs related to the changes in Medicare and Medicaid liberalizing home health benefits are, for the most part, not viewed as prohibitive. Difficulties in the coordination of Federal home health programs are discussed, and three recommendations are made: (1) DHEW should have intermediaries and carriers publicize the use of home health services to physicians and institutions; (2) DHEW should identify State Medicaid programs which do not provide equal treatment to eligible individuals; and (3) DHEW should develop a comprehensive national home health policy. Appendices contain additional information on home health services.

516. *Human Services Information System. Human Services Working Manual.*
Lehigh Valley Community Council, Bethlehem, Pa. Human Services Committee.
1975, 1050p Executive Summary available from PROJECT SHARE.
SHR-0000981 Available from NTIS, PC $19.00/MF $3.00

This manual contains a detailed inventory of public and private human services available to the residents of Northampton County, Pennsylvania. It is designed primarily for use by direct service workers to assist in communication and referral activities across agency lines. One of the unique features of the manual is the use of a common set of program service definitions initially developed by United Way of America and further expanded by the human service information project in Lancaster, Pennsylvania. Four categories of data provided for each agency are an agency information inventory, a service site information inventory, a service program information inventory, and a nonservice program information inventory. Three general indices are included to aid manual users in locating information on any specific agency or program. They include the alphabetical agency index, the numerically coded agency index, and the service program index. A total of 119 agencies are listed in the two agency indices. Categories incorporated in the program service index are basic material needs, income maintenance, manpower, physical health, rehabilitation, mental health and personal development, consumer protection, environmental protection, justice and law, advocacy, recreation and leisure time, public protection and convenience, animal care and control, education and training and technical consultation, family life, cultural and spiritual development, transportation, and other services (service-supportive, administrative, planning, and information programs). Appendices contain a directory of Spanish-speaking service workers, a directory of after hours agencies and telephone numbers, and sample questionnaire forms used in data collection for the manual.

517. *Human Services Inventory: Definitions.*
Melody Marks.
Alameda County Social Services Agency, Oakland, Calif.
Aug 76, 49p

517.

SHR-0001758 Available from NTIS, PC $4.50/MF $3.00

Definitions are presented of 24 categories of human services and of specific programs within the categories. The service categories defined are as follows: alcoholism, children and youth, community care, community groups/associations, consumer services, criminal justice, drug abuse, economic development, education, emergency services, employment and training, environmental improvement, family planning and related services, financial services, health services, housing, legal services, material resources, mental health services, recreation and special programs, services to older adults, services to the developmentally disabled, services to the handicapped, and volunteer services. Each service category definition is followed by definitions of related programs. For example, within the category of environmental improvement services the following specific programs are defined: advocacy, conservation, environmental health, environmental maintenance, information and referral, planning and zoning, recycling centers, and special projects and services.

518. *Impact of Illegal Aliens on Public Assistance Programs: Too Little is Known.*
Comptroller General of the United States, Washington, D.C.
1 Dec 77, 32p
SHR-0002263 Available from U.S. General Accounting Office, Distribution Section, P.O. Box 1020, Washington, DC 20013.

An estimate is made of the impact of illegal aliens on public assistance programs. Public assistance programs considered include: Aid to Families with Dependent Children, Supplemental Security Income, Food Stamps, medical assistance, unemployment insurance, public education, and public housing. The indirect impact of illegal aliens is also analyzed as it relates to aid for displaced U.S. workers, aid to citizen children of illegal aliens, immigration advantages to illegal aliens, and tax contributions by illegal aliens. The flow of benefit payments to other countries is discussed, as well as the concept of public assistance as an incentive to enter the country and stay. It is concluded that insufficient data are available for assessing the impact of illegal aliens receiving public assistance on a nationwide basis. Medical assistance, unemployment insurance, and public education appear to be the programs most used, and illegal aliens may place a greater financial burden on State and local governments than on the Federal Government. Access to public assistance programs can be gained through the use of forged documents, the absence of statutory or regulatory denial, administrative error, and court order. Whether tax payments made by illegal aliens is sufficient to offset welfare benefits is not known. Public assistance benefit payments flowing to other countries do not appear to be significant; nor do public assistance programs appear to be an important factorin aliens' decision to enter or remain in the United States illegally.

519. *Implementation of the Legal and Constitutional Rights of the Mentally Disabled. Paper Victories and Hard Realities.*
Valerie Bradley and Gary Clarke.
Georgetown Univ., Washington, D.C. Health Policy Center.
1976, 143p
SHR-0002316 Available from Health Policy Center, Georgetown University, Washington, DC 20057.

This compilation of 12 papers deals with the legal and constitutional rights of the mentally disabled as they exist in relation to the Supreme Court's decision in O'Connor v. Donaldson. The case was the first major pronouncement of the Court on the rights of persons civilly committed to mental hospitals and is significant for three reasons: (1) it holds that persons have the right to liberty and cannot be confined against their will through a civil commitment proceeding if they are not dangerous to themselves or others, are receiving only custodial care, and are capable of surviving safely by themselves or with the help of responsible individuals; (2) it holds State hospital officials liable for damages if constitutional rights of patients are violated or deprived; and (3) it recognizes the necessity and legitimacy of litigation involving the rights of mentally disabled persons. The purpose of the book is to assist State and local officials who must understand and react to this and related cases. Other major issues discussed concerning the mentally disabled include: upgrading mental health care; community alternatives in mental health; providing adequate care locally; worker performance and bargaining activities; the concept of the 'right to treatment'; commitment standards; and the concept of 'dangerousness' as a criterion for civil commitment. Additional information and statistics on the rights of mentally disabled persons are appended.

520. *Innovative Human Resource Management.*
Robert L. Desatnick.
Otis Elevator Co., Paris (France). International Div.
1972, 214p
SHR-0001816 Available from the American Management Association, 135 W. 50th St., New York, NY 10020.

A guide to the management of employee relations in corporate enterprises is presented. Concerned primarily with the management of executive manpower, the book presents management tools which can be used to reduce the waste of human resources and to increase the realization of corporate and personal rewards. The management approach described emphasizes the role of the human resources executive as initiator and catalyst and draws on behavioral principles. A human resource management system is described in which management's employee relations policies, objectives, and practices are at the center of a cycle of recruitment, utilization, motivation, development, compensation, and retention. The requirements and functions of a new position of chief human resources executive are described in detail and posed against the conventional role of personnel administrator. Subsequent chapters discuss formulation of human resource objectives; job satisfaction, productivity, and profitability; human resource planning, organization, leadership, control, and performance appraisal; the organizational climate as a stimulant or depressant; an example of an innovative approach to the management of first-line supervisors; and the emerging role of the human resource executive. Appended materials include recruiting tools, sample policies, and management development techniques for professional employees, and sample personnel forms for hourly rated employees.

521. *Innovative Programming for Children and Youth. The State of the Art.*
Virginia Commission for Children and Youth, Richmond.
1977, 96p Executive Summary available from PROJECT SHARE.
SHR-0002101 Available from NTIS, PC $6.00/MF $3.00

Seventeen projecs in the fields of juvenile delinquency prevention and diversion, child abuse and neglect, day care, and child health care are reviewed. The effective delivery of human services for children and youth is viewed as a complicated and continuing process that entails five distinct yet interrelated steps: (1) assess community needs; (2) plan programs to address identified needs; (3) implement programs and services to meet identified needs; (4) evaluate the effectiveness of programs and services; and (5) adapt alternative or innovative programs to more effectively meet community needs. The 17 projects are discussed in terms of cost, sources of funding, target population, goals, operation, innovative aspects, results and recommendations, and sources of further information. The projects are located in various parts of the

United States and are considered in relation to their relevance for the State of Virginia. A listing of funding information on programs for children and youth is included. See also related documents, SHR-0002099; SHR-0002100; SHR-0002102.

522. *Integrated Services Program: Polk/Des Moines, Iowa.*
Kenneth A Riedel and Frances P Zmolek.
Iowa State Dept. of Social Services, Des Moines. Polk County Office.
30 Sep 77, 41p
SHR-0002187 Available from NTIS, PC $4.50/MF $3.00

A 3-year development effort was initiated in Polk County, Iowa, to design a mechanism for integrating human services at the delivery level so all barriers preventing an individual from achieving self-sufficiency could be removed or minimized. An application was submitted to the services integration target of opportunity program in 1972 to develop an appropriate system. The effort's specific objectives were to: conduct, for planning purposes, a needs assessment of a representative sample of the general population to identify barriers impeding self-sufficiency; design and implement an automated management information/case management service delivery system; establish four to six colocation sites; and establish a community organization mechanism for implementing the service delivery system. The effort was successful with regard to the needs assessment, the establishment of colocation sites, and the design of an automated management information/case management system. The linkage network tying together the services of external agencies by computer, however, was not implemented due to resistance. This resulted in a systems design that was too costly and complex, requiring modification to meet the needs of the Polk County Department of Social Services. The overall effort highlighted the importance of adequate client caseload management, the need for common service definitions, and the significance of joint planning between the public and private sectors and improved accountability in the delivery of services. Additional information on the 3-year developmental effort is appended.

523. *Interagency Service Network to Meet Needs of Rape Victims.*
Grace Hardgrove.
Council of Jewish Women of Los Angeles, Calif.
1976, 9p
SHR-0001963 Pub. in Social Casework v57 n4 p245-253 Apr 76.

The development of a program to serve rape victims by the Pasadena-Foothill Valley Young Women's Christian Association (YWCA) in Pasadena, Calif., is reported. The legal definition of rape in California is discussed in relation to the responsibility of social workers. Consideration is given to the incidence of rape in California, attitudes toward rape, the needs of rape victims, legal proceedings, response patterns of rape victims, and forms of therapy. The interagency service network developed by the YWCA is viewed as one viable method of assuring sensitive services for rape victims. The four agencies in the network are the Pasadena-Foothill Valley YWCA, Huntington Memorial Hospital, Foothill Family Service, and Pasadena Planned Parenthood. The network has been operational since October 1974 and includes a 24-hour rape hotline. A number of volunteers are trained and supervised by the YWCA in the operation of the hotline. These volunteers or advocates are able to give support and information, to accompany a victim to the hospital or the police station, to provide informal counseling, and to refer a client to appropriate agencies. Case studies are cited to illustrate the operation of the interagency service network.

524. *Inventory and Analysis of State Data Sources for Children and Youth: Virginia.*
Virginia Commission for Children and Youth, Richmond.

1977, 174p Executive Summary available from PROJECT SHARE.
SHR-0002099 Available from NTIS, PC $8.00/MF $3.00

In an effort to assist agencies concerned with planning for service delivery, the Virginia Commission for Children and Youth surveyed State agencies that serve children, or in any way collect information related to children. Services are categorized as adoption services, counseling, court services, day care, education and training services, emergency needs, employment services, family planning, foster care services, health-related services, information and referral, interpreter services, legal services, protective services, services to disabled individuals, socialization and recreation services, and transportation. Services provided by various State agencies are listed. Charts are included that show the form of data, contact persons within agencies for obtaining data, methods of data collection, and originia sources of data. The charts also show what types of reports are available for a specific agency. The extent to which Virginia has achieved an integrated data collection system is explored. The purpose and characteristics of management information systems are discussed briefly, and the potential of these systems is compared to the functions of management, interorganizational relations, and systems theory. A data base for children and youth is proposed. Procedural information and forms related to data sources and collection and a bibliography are appended. See also related documents, SHR-0002100 – SHR-0002102.

525. *Inventory of State Administered Human Service Programs.*
Maryland Dept. of State Planning, Baltimore.
Nov 76, 360p
SHR-0001613 Available from NTIS, PC $12.50/MF $3.00

An inventory of human services programs administered or funded by Maryland State agencies is presented. The inventory was prepared to help decisionmakers and planners identify service gaps and duplication and to point up potential areas for coordination among service providers. An activity sector/target population framework is the classification system used to identify over 400 distinct service programs. The matrix defines broad areas of human concern—activity sectors—and divides these into specialized subsectors. The activity sectors are defined by functional areas, e.g., 'preservation and improvement of health' and 'promotion of educational development,' which cross departmental service lines, thereby enabling identification of interagency linkages involved in the provision of similar or supportive services. The other dimension of the matrix is the target group designation (infant and young child, children, youth, young adult, adult, aged, economically disadvantaged, handicapped). The target groups and activity sectors are the horizontal and vertical axes of the matrix, each cell of which represents a unit of analysis to be applied in studies of existing services, needs and resources, or recommendations for a particular population. The inventory is accompanied by a narrative analysis of State programs by target group and by resource availability. Conclusions are drawn about the usefulness of the inventory and about State involvement in human services.

526. *Inventory of Virginia Legislation Affecting Children and Youth: 1977. With Analyses of Selected Sections of the Juvenile Code.*
Virginia Commission for Children and Youth, Richmond.
1977, 199p Executive Summary available from PROJECT SHARE.
SHR-0002100 Available from NTIS, PC $9.00/MF $3.00

This document provides an inventory of relevant legislation affecting children and youth in Virginia as of 1977. Structures and functions described in the 65 titles of the Code of Virginia indicate the response of the legislature with re-

41

gard to their interpretation and representation of the common good. Relevant State legislation is listed under seven broad topic areas that include education, economic security, health, juvenile justice, parental rights/obligations, protection/emotional security, and treatment/rehabilitation. Provisions of the Juvenile Code Revision, adopted in the 1977 session of the Virginia General Assembly, are detailed as they impact on juvenile and domestic relations district courts, citizens advisory councils, jurisdictions, petitions, intake, custody and detention, adjudication, disposition, interaction with the adult criminal justice system, and aftercare. Welfare provisions in the Juvenile Code Revision pertain to entrustment agreements, permanent foster care placement, and the termination of parental rights. Appendices contain additional information on the Juvenile Code Revision, status offenders, and diversion; a selected bibliography on juvenile justice; a listing of statewide associations concerned with children and youth legislation; and a listing of Federal contacts and telephone numbers. See also related documents, SHR-0002099; SHR-0002101; SHR-0002102.

527. *Joint Local State Comprehensive Human Service Planning and Delivery in Virginia. Volume I: The Role of Localities in the Delivery of Integrated Human Services: Virginia's Pilot Programs.*
Crichton Armstrong, Joy Margrave, Linda Mays, Ann Wiesenburg and Charles Brooks.
Virginia Div. of State Planning and Community Affairs, Richmond.
Sep 76, 112p Executive Summary available from PROJECT SHARE.
SHR-0001750 Available from NTIS, PC $6.50/MF $3.00

Theoretical service integration models tested in Virginia are discussed, and the findings of local pilot projects to evaluate alternative approaches to and administrative structures for comprehensive human service planning and delivery are presented. The emphasis of human service delivery in Virginia is on the individual and his basic human needs, the role of government in service provision, and the role of the private sector in service provision. Legislation passed by the General Assembly in 1974 (S.B. 517) empowers the governor to authorize local demonstration projects in human service organizational approaches and technologies. Two interdependent yet separate conceptual models were developed and analyzed in light of local projects, one for the human service administrative system and one for the human service delivery system. Components of the administrative system model are governance, the integrator, the citizen and client advisory board, the agency board, program planning and evaluation, central recordkeeping, liaison, training, ancillary or support services, and joint budgeting. In the service delivery system model, components include reception, outreach, the crisis unit, case assessment, service provision, followthrough, followup, and linkage techniques. Nine local projects are detailed, and three other local service integration projects are briefly noted. The findings of the nine projects are presented in terms of two basic categories: (1) specific impediments to service integration efforts; and (2) general administrative problems. Three services tended to be the focus of integration efforts: transportation, information and referral, and case management. See also Volume 2, SHR-0001748.

528. *Joint Local State Comprehensive Human Service Planning in Virginia. Volume II: The Role of the State in the Delivery of Human Services: Documentation of Traditional Forms and Variances.*
Crichton Armstrong, Joy Margrave, Linda Mays, Ann Wiesenburg and Charles Brooks.
Virginia Div. of State Planning and Community Affairs, Richmond.
Sep 76, 71p Executive Summary available from PROJECT SHARE.

SHR-0001748 Available from NTIS, PC $5.25/MF $3.00

The role of State agencies in the delivery of human services to Virginia residents is examined in relation to the broad functions of administration, supervision, funding, and advocacy. The impact and involvement of citizen participation are considered, and characteristics of citizen advisory committees are described. In recognition of the need for a more coordinated approach to planning and delivering comprehensive human services, a study of substate administration was undertaken. Four different types of regional structures were identified: (1) those carrying out substate functions within the context of a regional office structure with regional office staff; (2) those designated for the purpose of assigning central office staff to perform administrative duties, render technical assistance, and monitor programs on a regional basis; (3) those designated for the purpose of defining service areas or catchment areas for major institutions and other services requiring major capital outlays or large population bases; and (4) those operating primarily as a local function in performing administrative, planning, budgeting, and/or service delivery duties in response to the needs of the area they serve. It was determined that the second and third alternatives were most feasible for implementation. Local counterparts to State agencies are discussed. Projects that represent variances to the traditional role of the State in service integration strategies are cited, and the impact of Title XX on the traditional State role is assessed. Opportunities for enhancing the role of the State in human service delivery are noted. Recommendations to improve relationships between State and local agencies and State-level coordinative planning are offered, and guidelines for the analysis and updating of Federal legislation pertaining to human services are appended. See also Volume 1, SHR-0001750.

529. *Juvenile Alien Borderlands Conference.*
Israel Cuellar, Nancy Dailey, Sam Castleberry, Jack Milstead and Cheryl Fuller.
Texas Dept. of Community Affairs, Austin. Youth Services Div.
1975, 121p
SHR-0002181 Available from NTIS, PC $6.50/MF $3.00

The findings and recommendations of a conference convened by the Texas Department of Community Affairs in October, 1975 to address the problem of juvenile aliens are presented in this report. The juvenile alien problem is viewed as encompassing both legal and illegal juvenile aliens. It is related to migration from Mexico to border areas and/or into the United States. The main problem posed by the legal juvenile alien concerns the extra burden placed on school districts where substantial numbers of juvenile aliens are enrolled. A similar problem involves the provision of health and human service needs in geographic areas which may already be lagging in terms of meeting existing human service needs of the population. The legal and the illegal juvenile alien pose similar problems for society with the addition of problems involving criminal activity in the case of the latter. Correctional and preventive measures to deal with the problem of the illegal juvenile alien are discussed. Statistical data on the number of recorded apprehensions along the Mexican-United States border in 1973 and 1974 and on the number projected for 1975 are provided. Data on charges, dispositions, age, and sex of illegal juvenile aliens are also given. Questionnaires were administered to participants before and after the conference, and 19 formal recommendations resulted. Most of the recommendations called for immediate action which optionally makes use of available resources and alternatives. The highest priority was given to long-range bi-national efforts organized at the State and Federal level. Information on the conference design and results is appended with additional attachments.

530. *Juvenile Justice and Youth Services in Missouri: A Proposal for Transition.*
Missouri Law Enforcement Assistance Council, Jefferson City.
1972, 10p
SHR-0001257 Available from NTIS, PC $4.00/MF $3.00

Functions and guidelines are proposed for an Interim Office of Juvenile Delinquency Services to be created within the new State Department of Social Services. Efforts to prevent and control juvenile delinquency and rehabilitate delinquent youth require an orderly transition of the existing fragmented system into an integrated, cohesive organization. The Statewide delivery system should result in community-based service delivery. The Interim Office should provide technical assistance to juvenile courts and to the police on upgrading of juvenile services and to the State Board of Training Schools and other concerned State agencies. The Interim Office should develop an administrative capacity to establish linkages between public and private agencies at Federal, State, and local levels. The history of the Missouri Law Enforcement Assistance Council Task Force on Juvenile Delinquency is outlined; and the aims, targets, organization, and personnel are suggested for the Interim Office. A position description for the director of the Interim Office is provided.

531. *Kansas Plan for Helping Persons Remain in or Return to Their Homes or Communities: Revised Reintegration Handbook.*
Kansas State Dept. of Social and Rehabilitation Services, Topeka.
May 77, 134p
SHR-0002317 Available from NTIS, PC $7.25/MF $3.00

This handbook outlines policies and procedures adopted by the Kansas Department of Social and Rehabilitation Services for reintegrating individuals from State mental health and mental retardation facilities into the community and for readmitting individuals who need to return to facilities for further treatment. The goals of the policies and procedures are to facilitate service delivery through intradepartmental communication and cooperative planning to maximize the potential for independent living and to track clients from the time of release from an institution through case closure. Information on department and community resources essential to accomplish the goal of reintegrating individuals back into their homes and communities is presented. Summaries on funding and services from the Department of Social and Rehabilitation Services through Title XX, Title XIX, vocational rehabilitation, and public assistance are included. Community resources, such as residential homes and centers, work activity and training centers, and community mental health centers, are viewed as alternatives to institutionalization. Community resource facility information, directories, and listings are incorporated in the handbook, and release planning responsibilities for an individual's return to the community are detailed. Additional procedural information and forms pertaining to reintegration are appended.

532. *Life Styles of Aging Retardates Living in Community Settings in Ohio.*
Sara Finn Kriger.
Psychologia Metrika, Columbus, Ohio
1975, 130p
SHR-0002246 Available from Psychologia Metrika, 3806 N. High St., Columbus, OH 43214.

Needs and lifestyles of mentally retarded individuals 40 years of age and older who lived in community settings in Ohio were examined. Information was obtained from professionals and community agents, State departments of retardation, parents, home operators, and from the mentally retarded individuals themselves. A brief survey of research efforts and programs throughout the United States, Puerto Rico, and the Virgin Islands was also undertaken to determine measures being taken to meet the needs of older retarded persons. In general, the retarded population in the Ohio survey tended to express a high level of satisfaction with lifestyles, and the study indicated that the most significant needs (physiological, residential, and care) appeared to be at least adequately met within the community settings. In the areas of financial management and personal decisionmaking, however, the older retarded individual was viewed as being potentially subject to abuse. It appeared that older retarded persons as a group were not given a full range of opportunities to develop their potential in such areas as recreation and task orientation. The individual most often viewed his caretaker as the central figure in his life. The implications of the findings are discussed, and recommendations for further study are offered. The survey forms are appended. A list of references is provided.

533. *Linking Youth Service Systems: An Approach to Integrated Programming.*
William W Keller, Rudi A Leonardi and Lynn G Smith.
National Office for Social Responsibility, Arlington, Va.
1977, 102p Executive Summary available from PROJECT SHARE.
SHR-0002251 Available from NTIS, PC $6.50/MF $3.00

This handbook details an integrated approach to youth service programming employed in the Oakland, California, community services project. The goal of the project was to provide 45 minority youth with an opportunity for full-time community service. This was to be accomplished through intensive training and worksite development in community service organizations in Alameda County. Implemented as a demonstration project of the National Office for Social Responsibility from September 1, 1975 to September 15, 1976, the objective was to create an environment where young people gain access to socially desirable roles, develop positive labeling and reduce alienation from the larger social order. Program and environmental linkages were established, and the youth underwent training in the following areas: peer counseling, value clarification and problem solving, community organization, group processes, program planning, recreational skills, casework, interviewing and data collection skills, preplacement and postplacement followup skills, and team building and supervisory techniques. It was determined that the project was successful in terms of self-reported delinquency and perceived job satisfaction. Recommendations concerning the training of young volunteers, the development of community resources, and the utilization of program support systems are offered. Additional information on the project is appended.

534. *Management By Objectives in a Hospital Social Service Unit.*
Robert M Spano and Sander H Lund.
Minnesota Univ., Minneapolis. Univ. Hospitals. Social Service Dept.
1976, 10p
SHR-0002179 Pub. in Social Work in Health Care, v1 n3 Spring 1976.

A management by objectives (MBO) system was implemented in the Social Service Department of the University of Minnesota Hospitals. MBO involves directing an organization through the establishment and review of its formal objectives. A modified version of MBO was employed to derive a four-tiered organizational goal structure. A statement of program philosophy and a statement of essential program functions were added to the usual MBO format. The statement of philosophy represented an attempt to incorporate the department's value system into its formal operations, and the statement of functions served as a mechanism to insure that consideration was given to all appropriate professional standards. The goal structure format is graphically portrayed, and information on function objectives is presented in tabular form. Staff reaction to the MBO system was mixed, while hospital administrative personnel uniformly supported it. Further developments in the MBO system will involve periodically surveying groups and individuals who have an interest in the Social Service Department's development in order to obtain outside input into the formulation of objectives and the integration of the MBO format with the department's management information system. Concepts embodied in MBO are discussed.

535. *Management by Objectives in Government: Theory and Practice.*
Jong S. Jun.
California State Univ., Hayward.
1976, 80p
SHR-0002002 Available from Sage Publications, 275 S. Beverly Dr., Beverly Hills, CA 90212.

The experience of the Social and Rehabilitation Service (SRS) within DHEW in the use of the management by objectives (MBO) technique was analyzed. The SRS adopted a form of MBO known as the operational planning system (OPS). The analysis of this system focused on perceptions of the system, problems of setting goals and objectives, problems of implementing operational objectives, administrative feedback and evaluation, and behavioral elements of organization. Interviews were conducted with 159 SRS administrators, including 95 regional administrators and 64 central office administrators. The OPS was generally perceived by SRS managers and supervisors as a system which reinforces bureaucratic norms. The participation of regional administrators in the process of setting goals and objectives was minimal. Serious obstacles were encountered in the implementation of established operational objectives. It was determined that the SRS must develop better communication between headquarters and regional offices if organizational control is to be effective. It was also felt that behavioral elements should play a prominent role in the MBO approach. Strategies for improving MBO are examined, and MBO applications in the Federal Government are noted. Supporting data on the results of the analysis are tabulated. A list of references is provided.

536. *Management in Social Welfare.*
Eileen Brennan.
Kansas Univ., Lawrence. School of Social Welfare.
1976, 78p
SHR-0002319 Pub. as Jnl. of Social Welfare Special Issue v3 n2 1976.

This special issue of the Journal of Social Welfare focuses on management in the field of social welfare. Six articles are included: (1) staff development: a study of goals and reactions; (2) cost concepts and cost analysis skills for program administrators; (3) a case study in interorganizational coordination; (4) planning in good and bad faith; (5) improving management in social welfare agencies through increased participation; and (6) an emerging paradigm for the management of human services. In the first two articles, the goals and reactions of participants involved in staff development in nine public welfare social service departments and basic concepts required to undertake simple yet relatively thorough cost studies are reported. The third article describes three sheltered workshops mandated by the United Way to examine methods of cooperation. The last three articles concern moral and ethical issues of importance to the interpersonal relations of public administrators, social workers, and urban planners; the clarification and reformulation of management processes in terms of a participatory system; and a paradigm for human service management that redefines professional provider and management images and the organizational role image of service provider institutions (public, proprietary, and voluntary).

537. *Managing the Public Service Institution.*
Peter F. Drucker.
New York Univ. Graduate School of Business Administration.
1973, 18p
SHR-0000899 Pub. in Public Interest n33 p43-60 1973.

The management of public service institutions such as schools, public utilities, hospitals, and other health care institutions is discussed. Attacks on the performance of most of America's public service institutions have made such institutions management-conscious. The service institution differs from business in its objectives, performance, and results. Service institutions cannot be managed like a business, despite a need for efficiency in all institutions. There is no reason to believe that people staffing and managing service institutions are less qualified than those in business management. Despite intangible objectives, service institutions need not offer vague solutions. The basic difference between the service institution and a business is the way the service institution is paid. Efficiency and cost control do not appear to be considered virtues in a budget-based institution, in spite of protestations to the contrary. Dependence on a budget allocation militates against setting priorities and concentrating efforts. Several examples are cited of what works in managing service institutions, including the Bell Telephone System, American universities, schools, hospitals, and the Tennessee Valley Authority. Six requirements are suggested for success in management.

538. *Measuring Effectiveness of Specific Title XX Services: A Microdata Sampling Approach.*
Northwest Federation for Human Services, Boise, Idaho.
Nov 76, 5p
SHR-0001696 Available from NTIS, PC $4.00/MF $3.00

A method employing microdata sampling techniques to measure the effectiveness of Title XX social services is described briefly. The method concentrates on measuring clients' progress toward goal attainment regardless of the specific social service provided. Service effectiveness is measured by whether a service has been successful in removing the client's barriers to achieving goals. Barriers are defined as the inverse of services. For example, the provision of day care implies that the client has a family condition that inhibits or prohibits movement outside the home necessary to achieve one or more of the five Title XX goals. Service objective progress levels are expressed as percentages of total clients receiving a given service under a given goal. Seven mutually exclusive categories of effectiveness (e.g., barrier removed, service discontinued, no other service provided; barrier removed, service discontinued, other services provided; barrier not removed, services continuing, other services provided) are measured. Standard statistical tests are used to obtain measures of effectiveness for specific services from barrier removal data on samples of clients. Sample-size and other guidelines for implementing the approach are provided.

539. *Meeting Human Needs: The Social and Political History of Title XX.*
Paul E Mott.
Mott-McDonald Associates, Inc., Washington, D.C.
1976, 99p
SHR-0002281 Available from National Conference on Social Welfare, 22 West Gay St., Columbus, OH 43215.

The emergence of Title XX is considered from a sociopolitical perspective. Social welfare and social service concepts are examined, and developments between 1969 and 1974 that preceded the enactment of Title XX are reviewed. Title XX is based on seven philosophical issues: (1) government has an obligation to assist society's most vulnerable persons; (2) assistance in improving individual and family functioning can best be provided by a combination of public and private agencies; (3) priorities for public social service funds should be focused on people with low income; (4) social service funds should not be used to substitute for established State or Federal support in other primary human service areas; (5) except for certain restricted areas, the choice and scope of social services should be left to States; (6) application for services should

539.

be voluntary, and the identification of needs and the selection of goals and appropriate services should be a joint effort of consumer and service provider if possible; and (7) accountability for service should be directed more to the public and elected officials at the State and local level and less to the Federal Government. The implementation of Title XX during the first year, from January to October 1975, is detailed. A summary of Title XX and a bibliography are appended.

540. *Mega-Proposal: Comprehensive HEW Simplification and Reform. Capacity Building: Development and Deployment of Skilled Manpower.*
1975, 15p
SHR-0002184 Pub. in Policy Analysis, v1 n2 p390-404 Spring 1975.

The issue of effective government manpower policies and suggestions on how to improve the development and deployment of manpower resources are presented. Criteria for Federal involvement in the field of manpower are: (1) benefits of Federal intervention must outweigh costs; (2) there must be a real manpower shortage rather than a lack of customer demand; and (3) Federal intervention to eliminate manpower shortages must be tailored to the cause of the problem, and Federal leverage can operate in three areas (applicants, training institutions, and the marketplace). These criteria are applied to health, education, and social service manpower. Health manpower supply shortages cannot be attributed to a lack of student interest. Problems of specific skill shortages, geographic distribution, equality of access, and credentialing are discussed, and examples are citied. The need for improved models of practice teaching and the importance of levers to upgrade the quality of teacher training institutions are emphasized with regard to education manpower. A substantial reduction in the level of support for social service professions is proposed. It is recommended that separate authorities be established for health, education, and social service manpower. Associated budgetary requirements are delineated.

541. *Mental Health: Systems and Nonsystems.*
Frederick Hayes-Roth, Richard Longabaugh and Ralph Ryback.
Rand Corp., Santa Monica, Calif.
1977, 27p
SHR-0002328 Pub. in International Jnl. of Mental Health v5 n4 p5-31 1977.

The framework of systems analysis and decision analysis is adopted to facilitate an inquiry into the mental health system, focusing especially on a prototype mental hospital and its operations. An attempt is made to relate major operations of the hospital to decisions they entail, information they require, and effects they have on the various hospital component subsystems with which they interact. The goal of systems analysis is to facilitate rational choice. This necessitates that we consider problems in a localized context in terms of the whole system by analyzing the system of interrelationships. Decision analysis requires a systematic assessment of opportunities for corrective action. Effective decisionmaking depends on the collection, evaluation, and distribution of information. The crisis intervention system of the mental hospital is described, and a diagram of the mental hospital is included to illustrate functions and decisionmaking within the hospital. The significance of information and decisionmaking, problem-oriented medical records, information systems, learning and feedback, systematic utilization review, and the design of an effective utilization review plan in the mental health system are examined. One of the goals of this approach is to abstract smaller and more tractable subsystems from the system as a whole, and it is hoped that hospitals will find ways to use their massive funds of information for both their own benefit and that of their patients.

542. *Methodology for the Evaluation of Ex-Offender Projects.*
Arlene Brummer, Maria Pedrajo, Mary Keating and Sherry Weber.
Metropolitan Dade County Criminal Justice Planning Unit, Miami, Fla. Plan-

ning and Evaluation Section.
Jul 74, 52p
SHR-0001471 Available from NTIS, PC $5.25/MF $3.00

Guidelines are presented for criminal justice projects involving exoffenders. Objectives are listed for exoffender service, residential service, volunteer service, and coordinating projects. The Comprehensive Offender Rehabilitation Program in Dade County, Fla., is described. Agencies and organizations involved in the county's exoffender service project are delineated. A model is proposed for use in the collection of information by exoffender projects. Suggested data items include personal identifying information for an exoffender client, legal status and history, service needs, services provided by an exoffender program, and administrative data. Data collection forms with instructions and a client interview form are included. Standards and goals for community-based exoffender projects are recommended. They are concerned with administration, physical facilities, personnel, and residential and volunteer programs.

543. *Missing Links in the Human Services Nonsystem.*
Edith A. Leopold and Lawrence Schein.
Pennsylvania Univ., Philadelphia. Dept. of Community Medicine.
1975, 12p
SHR-0001826 Pub. in Medical Care v23 n7 p595-606 Jul 75.

The delivery of health services and welfare services to 600 low-income residents of West Philadelphia, Pa., in the spring of 1971 is examined. It was hypothesized that the clients of a hospital receiving ward, a community mental health satellite center, a public assistance district office, and a public child welfare agency would present common health, economic, and social problems, and that each agency would confine its services to its own area of specialty. Data were obtained by interview and record review for all agency clients who were from West Philadelphia and who received or were eligible for public and medical assistance. Although each agency was found to respond to presenting problems with specific interventions, failure to detect, treat, or refer concurrent problems was common. Agencies made little use of their own internal support services or of referrals to other agencies. Low utilization of community social services was most evident in the two health agencies. Specialization and fragmentation are identified as key factors hindering the development of a coordinated service system in the area. Comprehensive screening, triage, and service coordination are discussed as approaches to achieving such a system. Supporting data are included.

544. *Model for Evaluation of Alternative Welfare Policies in New York City.*
Georges Vernez and Gerard Blais.
New York City - Rand Inst.
Dec 76, 153p
SHR-0002306 Available from Rand Corporation, 1700 Main St., Santa Monica, CA 90406.

A welfare policy model is described that was intended to provide a quick and inexpensive way of calculating and summarizing changes that might occur in New York City under various modifications to the welfare system. The model is a computerized microsimulation technique with two main components. It's first component is a computerized simulation program that parallels computations and decisions made in processing welfare applications, and the second component is the 1970 Weighted Census Employment Survey file that provides representative information on the socioeconomic characteristics of New York City households. Flexibility features of the model enable its wide application to the assessment of alternative combined welfare and income tax policies. It can be used to analyze the impact of specific public assistance concepts, traditional guaranteed income programs, and the impact of marginal changes to the welfare system and a positive tax system. Use of the model is illustrated by an examination of the implications of six alternative hypothetical welfare policies for New York City. In order to facilitate the comparison of these policies, the simulation program of the model contains 13 welfare policy parameters and 6 income tax policy parameters whose values and treatment may be varied at will. The accuracy of the welfare policy model is discussed in an appendix.

545. *Models for Indicator Development: A Framework for Policy Analysis.*
Harvey A. Garn, Michael J. Flax, Michael Springer and Jeremy B. Taylor.
Urban Inst., Washington, D.C.
Apr 76, 68p Executive Summary available from PROJECT SHARE.
SHR-0001961 Available from Urban Institute, 2100 M St., NW, Washington, DC 20037.

Models that can simultaneously treat critical input/output relationships and institutional characteristics affecting policy and program outcomes are described. Sources of variability in welfare generation are traced to the processes of transforming resources into welfare outcomes through production or consumption activities. The models are extended to include sources of variability arising from institutional settings in which activities occur. Implications of the models for identifying information requirements of clients and service providers in a prototypical public school system are discussed. One of the problems central to social indicator research on resource use, production, and consumption processes is the isolation of relationships between the activities of institutions which produce goods and services or make decisions affecting their production and the quality of life people experience as individuals or members of households and communities. The modeling of the production of goods and services is discussed. Consideration is given to: decisionmaking arenas, managerial arenas, institutional arenas of formal organizations, and to information needs in political decisionmaking arenas. Information requirements and indicators of institutional performance are delineated for organizational decisionmakers in the prototypical public school system. It is concluded that a conceptual framework for identifying indicators relevant to policyy deveopment and program management issues must address analytical problems associated with tracing chains of interactions from resource inputs to satisfaction.

546. *Multidisciplinary/Multiagency Approaches to Child Abuse and Neglect. Implications for Practitioners.*
Lorraine T Fowler.
Wisconsin Univ. - Milwaukee. Midwest Parent - Child Welfare Resource Center.
14 May 77, 12p
SHR-0002366 Available from National Conference on Social Welfare, 22 West Gay St., Columbus, OH 43215.

General issues concerning child abuse and neglect are examined, and multidisciplinary models for the prevention of abuse and neglect are discussed. Existing definitions of child abuse and neglect are considered limited because they tend to focus on physical abuse alone and are formulated almost exclusively by professionals. Such definitions are also ambiguous or incomplete because they concentrate exclusively on physical manifestations of injury and are often culturally determined labels derived from social judgments made by particular observers. Evidence is presented showing that a multidisciplinary approach in the area of child abuse significantly improves situations in 70 to 90 percent of the families experiencing difficulties in this area, often within 6 to 9 months after treatment begins. One tested community treatment model seeks to place child abuse in an ecological perspective. According to this model, child abuse programs will fail, and problems inherent in the family structure will be exacerbated without a consortium that tries to use the abilities of many disciplines in a community to develop a combined treatment plan. Ten steps to treatment are outlined in the model, and consideration is given to determining a family's potential for abuse. The Montgomery County (Maryland) Child Protection Team is cited as another example of a multidisciplinary community effort. It is concluded that problems of child abuse and neglect can be dealt with effectively only if citizens and professionals work in collaboration to protect children and enhance family functioning. Presented at National Conference on Social Welfare Annual Forum (104th), Chicago, Ill., May 14, 1977.

547. *Natural Helping Networks: A Strategy for Prevention.*
Alice H Collins and Diane L Pancoast.
1976, 144p
SHR-0002270 Available from National Association of Social Workers, Inc., 1425 H St. NW, Washington, DC 20005.

An overview of the types and aspects of networks is presented, and a natural network system of relationships which could be used in primary intervention by social workers is described. Research was begun in order to set up an information and referral exchange for family day care givers and users, but investigation of a target neighborhood showed that many service needs already were being met by existing neighborhood networks which had evolved informally and naturally. The social workers made an effort to locate these natural networks and enlist their help in establishing a consultation service. The consultant chooses one or two neighbors and works through them to serve the neighborhood. The procedures and techniques for establishing a working partnership are described. Some of the networks that have successfully used the partnership method include a rural mental health project, a widow-to-widow program, a ghetto project, a tavern situation, an example of Indian-style therapy, and a neighbor day care service. Recordkeeping presented a problem for the agency because neighbors do not do this comfortably, but they were urged to take notes for later use in a taped interview with the social consultant.

548. *Needs Assessment: A Critical Perspective.*
Wayne A. Kimmel.
Office of the Assistant Secretary for Planning and Evaluation (HEW), Washington, D.C. Office of Program Systems.
Dec 77, 79p Executive Summary available from PROJECT SHARE.
SHR-0002341 Available from NTIS, PC $6.00/MF $3.00

A critical examination of basic claims and issues associated with needs assessment activities is presented. The discussion is based on the premise that needs assessment costs an agency money, time, and energy, and therefore should have a reasonable payoff. The Federal Government requires needs assessment as a part of a planning process of as a prerequisite for grant support. More prominent programs with such requirements are vocational education, social services, health planning and resource development, community mental health centers, and aging programs. Because there are no set procedures for conducting needs assessments and the word 'need' has no conceptual boundaries, the term 'needs assessment' is subject to a wide range of interpretations. Needs assessment can be a change-oriented process, a method for enumeration and description, an analytical procedure, a decisionmaking process, or a process for the resolution of many viewpoints. A description of alternative approaches to needs assessment in the literature is given. The proposed methods have no theoretical basis and, hence, are tools for descriptive data collection, not for data analysis or interpretation. A comparison of needs assessment and the planning-programming-budgeting approach reveals that needs assessment omits resource, budgetary or funding constraints in its application as well as tools for data analysis. The major use of needs assessments seems to be for purposes of program justification rather than analysis and systematic planning. A list of sources consulted in the study is included.

549. *Needs Assessment of Human Problems Experienced by DHRS Clients: 1977.*
Florida State Dept. of Health and Rehabilitative Services, Tallahassee. Systematic Needs Assessment Project.
1977, 125p
SHR-0002232 Available from NTIS, PC $6.50/MF $3.00

Under the auspices of the systematic needs assessment project, interviews were conducted with clients from all major program areas of the Department of Health and Rehabilitative Services (DHRS) in Florida. A questionnaire was designed to evaluate 57 exclusive problem areas. For each problem area, respondents were asked if they had experienced that problem and whether services, if received, contributed to the satisfactory resolution of the problem. Unmet needs were recorded in a designated space on the questionnaire. Clients in Florida's 11 districts were sampled, based on eight program areas within the DHRS: aging and adult services, children's medical services, health services, mental health services, retardation services, social and economic services, vocational rehabilitation services, and youth services. Both manual and automated techniques were employed in data analysis. The results of the needs assessment showed that DHRS clients are a group of people with many and varied problems. The percentage having unmet needs indicated they could be served to a fuller extent. Supporting data are tabulated. Appendices provide caretaker instructions used in interviews with children, an organizational chart of the DHRS, and caseload factsheets.

550. *Needs Assessment of Human Problems Experienced by Florida Residents: 1977.*
Florida State Dept. of Health and Rehabilitative Services, Tallahassee. Systematic Needs Assessment Project.
1977, 179p
SHR-0002233 Available from NTIS, PC $9.00/MF $3.00

A 1976 systematic needs assessment project (SNAP) conducted in Florida's Department of Health and Rehabilitative Services (DHRS) implemented a comprehensive problem-oriented approach to needs assessment. A questionnaire was devised to collect data on 1,207 cases, and the questions illustrate the interview process. Demographic characteristics on household members were recorded, and the questionnaire dealt with 56 exclusive problem areas. SNAP field operations in 11 DHRS district offices are described, and charts show the sampling procedures for all the counties. The problem areas were defined, and an estimation made of the number of people in each district with a problem or unmet need. Weighted percentages are given of the statewide survey of 1,446 community residents who indicated that they were experiencing one or more of the 56 problems. Children were found to have relatively frequent problems with both routine and remedial dental care. An unmet need for friendly visiting was expressed by over 6 percent of the elderly population. The importance of target group analysis for planning is emphasized. When the community residents were asked to prioritize their unmet needs, the highest priorities included: financial assistance, food stamps, adult dental care, assistance with utilities and telephone, and children's recreational problems. With the exception of children's recreational problems, unmet needs were disproportionately experienced by low income residents. Results are given on tables for the 11 district offices according to ages and percent of target population having each of the 56 problems. Statistical data and a sample questionnaire are appended.

551. *New Resource for Welfare Reform: The Poor Themselves.*
Hope Hughes Pressman.
Oregon Univ., Eugene. Office of Development.
1975, 124p
SHR-0002304 Available from Institute of Governmental Studies, 109 Moses Hall, University of California, Berkeley, CA 94720.

The Aid to Dependent Children (ADC) Association of Lane County, Oregon, is described in terms of its goals, operational milieu, strategies, and problems. Trends in the provision of public welfare to low-income persons are reviewed. Consideration is given to the issue of poverty, the Social Security System, problems of communication and dependency, the Office of Economic Opportunity, and tactics employed during the Nixon administration to reform the public welfare system. The internal focus of the ADC Association is on the development of a sense of self-worth among the poor by educating them in terms of the skills and opportunities necessary for self-support. Externally, the focus is on increasing public understanding as to the needs of the poor and on political action. Programmatic strategies of the association are detailed. They encompass social services, political action, funding, scholarships, community board representation, self-development, neighborhood aides, and self-help. The achievements and weaknesses of the association are evaluated, and it is concluded that the poor are a new national resource in the quest for welfare reform. Appendices contain a proposal for an alternate public welfare system and an agreement for the purchase of services. A selected bibliography is included.

552. *'Normalization' and Related Concepts: Words and Ambiguities.*
Leopold Lippman.
New York Univ. Medical Center, N.Y.
1977, 10p
SHR-0002256 Pub. in Child Welfare v56 n5 p301-310 May 77.

The application of the principle of normalization to services for mentally retarded persons is examined. Various formulations of the principle of normalization are discussed, and it is noted that such terms as normalization, deinstitutionalization, and mainstreaming are not necessarily synonymous. Problems related to deinstitutionalization are discussed. Necessary requirements to retain an individual in or restore him or her to community living are identified as follows: (1) affirmative intervention as early as possible to avert the need for placement in a residential facility; (2) positive programs of habilitation (education, training, and socialization) reinforced by frequent review of individual progress; (3) development of community resources (housing, services, work opportunities, and recreation) to meet the needs of each handicapped individual, with a continuing effort to gain community acceptance; (4) options for a retarded person so that he or she can make decisions; and (5) continuing counsel, guidance, assistance, and protective services for each retarded individual retained in or restored to community living. Adapted from a doctoral dissertation, Development of a Set of Indicators of Societal Concern for Mentally Retarded Persons.'

553. *Organizational Strategy, Performance, and Management Technology.*
E. S Savas.
Columbia Univ., New York. Graduate School of Business.
1977, 12p
SHR-0002302 Pub. in Administration in Social Work v1 n2 p149-160 Summer 1977.

Essential elements in a curriculum for the management of social welfare organizations are delineated. Three important areas for inclusion in an educational program to prepare people for careers as managers are identified: (1) framework for managing which includes concepts of strategy formulation, implementation, and organizational control; (2) performance of organizations; and (3) management techniques. Strategy is related to the basic purpose of an organization, and formulating and implementing a strategy involves considering the major alternative courses of action that an organization can take. Strategy formulation encompasses an organization's goals or mission, the external environment of an organization, and the internal strengths and weaknesses of an organization. A feedback control diagram is included; its essential features are the setting of objectives, the proper design of a production process, and the design of a suitable feedback process with due regard to the nature of expected disturbances. Organizational performance encompasses such parameters as productivity, inputs and outputs, efficiency, effectiveness, and equity. Such management techniques as systems analysis, means/ends analysis, decision analysis, and information systems are examined.

554. *Overview of the Bureau for Social Services Information System*
Kentucky State Dept. for Human Resources, Frankfort. Center for Program Development.
Dec 77, 78p
SHR-0002258 Available from NTIS, PC $6.00/MF $3.00

Information processing capabilities of the Kentucky Bureau for Social Services are summarized in this report. The bureau was created in 1975 to assist the Department for Human Resources in meeting Federal reporting requirements of Title XX social service programs and to provide information about other bureau-administered programs. All services provided with Title XX funds must be directed toward one of five goals: self-support, self-sufficiency, protection of children and adults, community and home-based care, or institutional care. The flow of information through the Bureau for Social Services Information System is described and illustrated. System components include: hardware and support; system inputs; the vendor data base/vendor payment register; the feedback component; and system outputs for use in preparing the program status report, Federal expenditure reports, Federal statistical reports, comprehensive annual services plan, management information reports, and vendor payment reports. Each source document used in the collection of data is designed to facilitate the reporting of a particular kind of information about the client, his eligibility or the delivery of services. Copies of information reporting forms are included, along with descriptions of their uses and functions. Several represenative management reports are also provided.

555. *Overview of Youth Employment Programming.*
Michael Campbell.
Texas Dept. of Community Affairs, Austin. Youth Services Div.
Jun 77, 51p
SHR-0002234 Available from NTIS, PC $5.25/MF $3.00

Prime sponsors of the Comprehensive Employment and Training Act (CETA) in Texas were surveyed in late 1976 to determine in what areas of youth programming they would like training and/or technical assistance provided by the Texas Department of Community Affairs. Four program areas were examined: job training, job placement, summer employment, and career education. Distinct subgroups of unemployed youth are identified in terms of age, school status, family income, ethnicity, sex, and geographic location. Supporting data as of 1975 and 1976 are tabulated. Characteristics of urban and rural youth are compared. Two basic types of job training programs for disadvantaged youth are discussed; on-the-job training, and institutional training which can take place in a high school, a skill center, or a training camp. Work experience programs involve short-term work assignments with public employers or private nonprofit employing agencies and are directed toward developing good work habits and attitudes. Posttraining placement is a critical issue in any training approach. The job placement process involves assessing skills and needs, providing preplacement counseling, attempting to match the individual with the job and evaluating the outcome. Opportunities in summer employment and career education for youth groups are explored. A list of references is included.

556. *Personal and Family Counseling Under Title XX (Twenty): Problems and Promises.*
Allan A Bloom.
Family Service - Travelers Aid Association of Wake County, Raleigh, N.C.
1976, 13p
SHR-0002367 Available from National Conference on Social Welfare, 22 West Gay St., Columbus, OH 43215.

A personal and family counseling project was implemented under Title XX of the Social Security Act by the Family Service-Travelers Aid Association of Wake County, North Carolina. The original target population of 120 individuals needing personal and family counseling through the 12-month period ending July 1976 was exceeded. The family life education function of the association was expanded, and the Title XX professional staff was increased from one full-time and one part-time counselor to two full-time family counselors. Three major issues affecting the optimal delivery of services to Title XX clients are examined: client referrals; certification procedures; and agency compliance with the 50 percent rule requiring that at least 50 percent of a State's Federal Title XX payments be spent on people receiving or eligible to receive aid to families with dependent children, supplemental security income assistance, or Medicaid. In an effort to resolve problems associated with these issues, the association has begun to increase public relations efforts and has endeavored to make the referral/intake process as easy and rapid as possible. With regard to certification procedures, it is recommended that services of the association be available to senior citizens and certain other categories of clients, that group eligibility be reinstated, that the means test be eliminated as a prerequisite to obtaining counseling, that the redetermination of eligibility be performed no more frequently than yearly, and that the association perform a certain amount of eligibility determination itself. It is also felt that the 50 percent rule must be liberalized.

557. *Physical Rehabilitation and Employment of AFDC Recipients.*
Daphne A Roe.
New York State Coll. of Human Ecology. Div. of Nutritional Sciences.
1 Oct 75, 180p
SHR-0020203 Available from ERIC Document Reproduction Service, P.O. Box 190, Arlington, VA 22210 as ED 117 335.

A study carried out to examine the feasibility of using health intervention as a means of increasing entry of welfare clients into job training is described. Objective screening procedures were used to define physical and mental health problems and handicaps in a New York State sample population. Common health disabilities identified in the experimental group included emotional handicaps such as sick-role behavior, aversive handicaps including obesity and dental decay, and locomotor handicaps with limited mobility. Health intervention included treatment of sick-role behavior and other emotional problems by group counseling, weight reduction, exercise classes, and treatment of specific medical and dental problems. Job motivation classes were also provided. Improvement in health status and solution of problems was correlated with compliance in relation to treatment. Clients with initial medical handicaps, successful in the health rehabilitation program, entered CETA job training and gained employment, doing as well as the control group without chronic health problems over the same period. Appended materials include: all forms used, a short job motivation course outline, 70 case resumes, code words and definitions, and tables summarizing all measures (educational, social, personal, and medical) and correlations between all measures. (Author Abstract).

558. *Politics of Social Services.*
Jeffry H Galper.
Temple Univ., Philadelphia, Pa. School of Social Administration.
1975, 237p
SHR-0002271 Available from Prentice-Hall, Inc., Englewood Cliffs, NJ 07630.

The influence of the values and structures embodied in social services are considered from a political perspective. It is stated that the critical political question is what role social services play as they support the status quo or serve as change agent. The introduction discusses the concepts of rightist, centrist, and leftist viewpoints on social services. The next two chapters examine the welfare state as an ideology and as counterculture versus corporate liberalism. Political functions of social services and social reform are the focus of two chapters in which particular attention is given to the regulation of client behavior and social service workers, competition for scarce resources, and reformism. The final six chapters of the book deal with social work as conservative politics, community organization and social casework, the delivery of services in a humanized society, counterforces in the field of social services, strategies in social work, and practical aspects of social work and social agencies. An index is included.

559. *Poor Need Services Too.*
Brett A Seabury.
Michigan Univ., Ann Arbor. School of Social Work.
16 Jun 76, 18p
SHR-0002183 Available from National Conference on Social Welfare, 22 West Gay St., Columbus, OH 43215.

A practice model of case services was applied in an urban setting where the target population involved recipients of aid from the aid to families with dependent children program, the supplemental security income program, and the general assistance program. One of the central organizing themes of the model's development was a contract as a practice procedure, the contract being viewed as a working agreement among client, worker, and significant others in the provision of service. Role induction was considered to be an important practice procedure closely related to and consonant with a contract approach. Role induction is designed to clarify and to resolve incongruities in role expectations that may occur or develop between client and worker in a service episode. Other principles related to the contract approach were a strong emphasis on mutual action, the worker as initiator and facilitator of the service process, and barriers generated by demographic differences. It was demonstrated in the application of the model that: secondary contracts were important in case services for the poor, clients expressed despair over the episodic nature of contract services, and a large majority of contracted tasks focused on environmental change. Presented at the Annual (103rd) Forum Program of the National Conference on Social Welfare, Washington, D.C., June 16, 1976.

560. *Pragmatic Federalism: The Reassignment of Functional Responsibility.*
Joseph F Zimmerman.
State Univ. of New York at Albany. Graduate School of Public Affairs.
Jul 76, 76p
SHR-0002138 Available from NTIS, PC $6.00/MF $3.00

This report comprises the third phase of research by the Advisory Commission on Intergovernmental Relations dealing with factors impeding the effectiveness of the Federal system. Information on the extent of, reasons for, and results from municipal transfers of functional responsibilities is provided, based on data on transfers and assumptions of functional responsibilities by municipalities with a population over 2,500. To facilitate the rational assignment of functional responsibilities, criteria for the assignment of urban functions are devised. They pertain to economic efficiency, fiscal equity, political accountability, and administrative effectiveness. Constitutional and statutory provisions relating to transfers of functional responsibilities are examined. The assumption of responsibility for transfer functions by counties, particularly home rule counties, is considered. Various aspects of functional responsibility transfers are explored: types of functional transfers, recipients of and reasons for transfers, results of transfers, effects on middle-tier governmental units, plans for transfer, and other service arrangements. The assumption of functional responsibility by private firms, counties, municipalities, and State governments is described. While it is anticipated that there will continue to be a trend toward the devolution of responsibility for functions closest to the people such as schools, police, and health services, it is felt that the growing financial problems of large central cities housing an increasing percentage of low-income families will augment the pressure for the transfer of either complete or financial responsibility for such functions as public education and public welfare to State and Federal levels of government. Issues concerning the impact of functional transfers on the Federal system and on society in general are discussed.

561. *Problems and Principles in the Development of Management Information Systems.*
Charles W Cobb.
Connecticut Dept. of Mental Health, Hartford. Information Systems Div.
1977, 18p
SHR-0002329 Pub. in International Jnl. of Mental Health v5 n4 p103-120 1977.

Major difficulties encountered by the Connecticut Department of Mental Health in the development of a management information system are categorized as technological (science of mental health service delivery, measurement technology, management science, and computer technology), psychological (anxieties and value conflicts, rational (structure, information overload, and fiscal reality), and political. Problems that may impede the development and use of management information systems are identified, and principles that may be employed in the resolution of these problems are advanced. In a simplistic approach to management information system development, minimal resources are required, but the result is often limited information and problem avoidance. Complex approaches are expensive but can result in more extensive, focused, and useful information directly confronting a problem. A schematic of the data base for the mental health information system in Connecticut is provided. Intraorganization support services (fiscal management, personnel management, and program planning and evaluation), individual-oriented services (screening, problem evaluation, and treatment), and community-oriented services such as public information and education are significant elements in the data base. Illustrations of the pyramid approach to output report design and a discussion of the environmental conditions to be met if management information system development is to be successful are included.

562. *Proceedings on Social Service Research Workshop.*
Public Technology, Inc., Washington, D.C.
Nov 76, 62p
SHR-0002229 Available from NTIS, PC $5.25/MF $3.00

Social service research was the focus of a workshop held in Reston, Va., on November 17 and 18, 1976 and sponsored by DHEW's Social and Rehabilitation Service (SRS). Four objectives of the workshop were to: develop a process for obtaining program and policy related input to the SRS research program from the research community-at-large; identify problem areas dealing with the planning, management, coordination, evaluation, and delivery of social services that need to be addressed through research; identify and recommend to SRS long-range research objectives and directions for social service research; and identify and recommend to SRS for immediate funding consideration, research projects addressing priority problems and relating to recommended long-range research objectives and directions. Participating were 26 attendees from the research community and 20 attendees from SRS. Activities consisted primarily of small working group sessions and plenary review sessions. Recommendations resulted from the workshops pertaining to general concerns; social service delivery; program development; evaluation research and capacity building; political, economic, and legal implications of social service delivery; and administration and planning. Appendices contain a list of workshop attendees, problem statements, and both short-range and long-range recommendations. Proceedings of a workshop held in Reston, Va., Nov. 17-18, 1976.

563. *Professionalization, Community Action and the Growth of Social Service Bureaucracies.*
Peter Leonard.
National Inst. for Social Work, London (England).
1972, 15p
SHR-0002274 Pub. in Sociological Review Monograph n20 Dec 73.

This paper postulates that the emerging profession of social work is facing a severe challenge from both bureaucratic developments and community action in the welfare field. Organizational changes within the personal social service system in England that followed the report of the Seebohm Committee on Local Authority and Allied Personal Social Services in 1968 are examined. The development of the concept of community-based social services and the growth of community action are reviewed. A discussion on the growth professionalization in social work is provided, with particular emphasis on the establishment of the British Association of Social Workers. These three developments in the area of personal social services are seen as interrelated. Bureaucratic and ideological issues involved in the emerging profession of social work are explored, as well as challenges to professionalization.

564. *Program Evaluation for Mental Health: Methods, Strategies, and Participants.*
Robert D Coursey, Gerry A Specter, Stanley A Murrell and Barbara Hunt.
Maryland Univ., College Park. Dept. of Psychology.
1977, 412p
SHR-0002210 Available from Grune and Stratton, Inc., 111 Fifth Ave., New York, NY 10003.

Methods and strategies for evaluating community mental health centers (CMHC's) are described. The models and techniques of CMHC program evaluation include the outcome model, the goal attainment model, systems analysis, cost analytic models, descriptive and quality assurance models, planning and management methodologies, and the legal model whereby the program is put on trial. The Denver Community Mental Health Questionnaire, which consists of questions to be answered by the client, is a multidimensional instrument which measures the following: psychological distress, interpersonal isolations with family and friends, productivity, public system dependency, alcohol and drug usage, interpersonal aggression with friends, client satisfaction with the program, and behavior involving arrests and other legal difficulties. After community participants and clients answered the questionnaire, the scores were compared with clinician ratings of the clients; in a sample of 1,000 clients, almost all showed improvement after treatment. Another evaluative measure is the Automated Tri-Informant Goal-Oriented Note, which utilizes 700 goal statements grouped by basic problem categories. Staff resistance to evaluation can be decreased by a consideration of staff workload and the threat aspect of evaluation. Goal attainment scaling is criticized because it is difficult to set realistic goals at the beginning of an evaluation period. A bibliography provides an overview of sources of information and is a general guide to program evaluation theory and practice.

565. *Program Guideline for a Plan Format for Title XX Social Service Planning.*
Research Group, Inc., Atlanta, Ga.
Mar 75, 70p
SHR-0001157 Available from Research Group, Inc., 1230 Healey Bldg., 57 Forsyth St. NW, Atlanta, GA 30303.

This report is one in a series prepared by the Research Group, Inc. to address both the general subject of human service planning and specific social service planning requirements under Title XX of the Social Security Act. A plan framework and format for Title XX social service planning is suggested for adaptation by States and other organizations involved in the delivery of human services. A general description of the State planning system which should be developed to meet the planning, reporting, and evaluation requirements of Title XX is presented followed by a discussion of the planning process to be initiated and maintained by each State. General instructions are given to explain the suggested format for State service plans along with specific instructions dealing with the use of individual forms. Aspects of the comprehensive annual service program plan which cannot be easily adapted to tabular displays are discussed as process narratives. Key concepts in Title XX planning requirements are addressed in narrative form. Four elements comprise a State planning system: State organizational structure, substate organizational structure, major annual activities within the planning cycle, and services administered through the program plan. Products resulting from the planning process include goals, service definitions, objectives, needs, priorities, geographic areas, resources, expenditures and allocations (by geography, clientele, and cost). Illustrative materials include: a checklist of planning requirements; an illustration of the planning process and suggested plan forms; and examples of service forms, plan forms and summary forms. Appendices contain a glossary for the suggested plan format and social service definitions.

566. *Psychiatric Hospital Employee: A Resource for Social Change.*
Julia Herskowitz and W. Robert Curtis.
Executive Office of Human Services, Boston, Mass. Taunton Area Service Integration Project.
1976, 9p
SHR-0002173 Pub. in Health Care Management Review p95-102 Winter 1977.

The Taunton Area service integration project in Massachusetts, involving the transfer of staff from three State hospital wards at a centralized institution to 11 neighborhood centers, demanded a basic transition in employee attitudes and tasks. Most of the 113 employees were transferred during 1974 and 1975 in the 6-year reorganization process. There was a predominance of lower and middle level job grades in the carryover of clinical staff from the hospital setting, but most of the administrative and clerical staff were recruited from the community. It is suggested that training of staff administrators should be undertaken before deinstitutionalization. Although many of the employees were reluctant at first to leave the familiar hospital setting, they increasingly favored deinstitutionalization. They found greater freedom in the community setting and learned to view their former patients as clients. Some nurses and other staff were assigned to work in the hospital's day care or rehabilitation programs and at the halfway house, and many later moved into positions as center directors and counselors after further training. Psychiatric care and other mental health services were extended from 250 hospital patients to 4,000 clients per year. A table depicts the methods for creating a staff for a community mental health program from existing hospital civil service positions, and another table shows years of employee service.

567. *Regional Human Resource Development Project. Phase II Report.*
Greater South Texas Cultural Basin Commission, Austin.
Jan 77, 193p
SHR-0001731 Available from NTIS, PC $9.00/MF $3.00

The results of the first 2 years' activities of the Regional Human Resource Development Project of the Greater South Texas Cultural Basin Commission are reported. The purpose of the project is to link State and regional efforts for more effective planning and management of human services in the 40-county South Texas Basin and to develop a comprehensive human resource plan that addresses locally identified needs, with particular emphasis on rural areas. The commission serves as an umbrella organization, providing for local input and linkage to the Federal and State levels. The resource development project is a joint effort of the commission and the five regional councils of governments (COG's) in the South Texas Basin. In its first year, the project set in place the components of the planning process and laid the groundwork for the development of a comprehensive plan. During the project's second year, the planning process was improved, and a comprehensive human resource plan was developed for each of the five COG areas in the Basin. The Phase II report represents an integration of the regional councils' plans into a comprehensive plan for the entire area. Included are information on the Basin and its population; an analysis of needs and resources in the area; and statements of goals, objectives, and recommendations in the areas of education, employment and manpower, health, housing, transportation, and planning and coordination for the entire area and for each of the COG regions. See also Phase 1 report, SHR-0001208.

568. *Research Techniques for Program Planning, Monitoring, and Evaluation.*
Irwin Epstein and Tony Tripodi.
1977, 178p
SHR-0002290 Available from Columbia University Press, 136 S. Broadway, Irvington-on-the-Hudson, NY 10533.

The purpose of this book is to provide an introduction to the administrative uses of research. The objective is to show how research concepts and techniques can be used by program planners and administrators in the development, maintenance, and modification of social programs. Particular emphasis is placed on the application of research techniques to program planning, monitoring, and evaluation. Program planning involves: construction of questionnaires for needs assessment surveys; interviewing for resource surveys; assessment of research in planning intervention strategies; and use of observational techniques for planning staff training programs. Program monitoring involves: use of forms to conduct a client census and to monitor staff activities; use of sampling in monitoring staff performance; and data analysis and interpretation for program monitoring. Program evaluation involves: interrupted time series designs, replicated cross-sectional surveys, comparative experimental designs, and crossover designs. Each section begins with a description of the administrative function to which it is related, followed by a set of selected research techniques. To facilitate use of these techniques, each section contains a general description of the technique, a hypothetical case illustration of its use, and an exercise in applying the technique in a social program or agency. An index is provided.

569. *Review of Options Available and Final Committee Recommendations to the Chemung County Legislature.*
United Community Services of Chemung County, Inc., Elmira, N.Y. Chemung County Human Services Committee.
19 Oct 76, 63p
SHR-0001514 Available from NTIS, PC $5.25/MF $3.00

Options for reorganizing the administration and delivery of public health and social services in Chemung County, N.Y., are analyzed in terms of costs, efficiency of operation, service delivery, and long-term effects in a report by the Chemung County Human Services Committee, a volunteer planning group with official advisory capacity to the county legislature. The analysis was promoted by a Chamber of Commerce proposal to create a new position of human services commissioner with supervisory authority over county departments of health, mental health, and social services. The new position would represent an additional hierarchy between the county executive and departmental heads. Other options considered by the committee are discontinuing the existing county health department, integrating or consolidating the county departments of health and social services, and continuing separate departments of health and social services. Problems that stimulated interest in reorganizing the two departments are analyzed, and the effects of each option on the problems are considered. The options are then examined in terms of their costs to the taxpayer, their effects on service recipients and on county operations, and their long-range implications. It is recommended that the separate departments be continued. Strategies for dealing with administrative problems within the existing structure are recommended. A bibliography and supporting data and documentation are provided.

570. *Role of a Community Mental Health Center in Developing Services to the Aging: The Older Adult Project.*
Anthony F Santore and Herbert Diamond.
West Philadelphia Community Mental Health Consortium, Inc., Pa.
1974, 6p
SHR-0002247 Pub. in Gerontologist v14 n3 p201-206 Jun 74.

The multifaceted program for the elderly developed by the West Philadelphia Community Mental Health Consortium in Pennsylvania is described. The consortium began operations in July 1967 and is the largest community mental health center (CMHC) in the State. It is affiliated with five hospitals, a planning agency, the University of Pennsylvania, the Philadelphia Child Guidance Clinic, and the Elwyn Institute. In collaboration with a group of local clergymen, the consortium initiated a project to recruit and train a group of older case aides to develop outreach and case work services as foundations for meeting needs through crisis intervention, counseling, transportation, nutrition, and socialization. The multifaceted program provided case aides with an opportunity for meaningful use of their time and talents. Although the project was judged a success, a few problems occurred when aides played favorites among the clients, took client problems home with them, or disregarded their own physical and emotional limitations. It is postulated that CMHC's can amplify the political power of the elderly with their own advocacy and assist them in surmounting bureaucratic, legislative, and funding barriers to essential services.

571. *Roles of Cities in Human Services.*
PROJECT SHARE (HEW), Rockville, Md.
Sep 76, 42p
SHR-0200301 Available from NTIS, PC $4.50/MF $3.00

Selected documents concerned with the roles of cities in the planning, management, and delivery of human services are abstracted to acquaint users of the PROJECT SHARE clearinghouse with the contents of its collection on specific topics. The documents represent a number of sources, including DHEW-funded demonstration projects, universities, and public interest groups. Topics range from administration of services and policy analysis to service delivery experiences. Some of the reports describe the development of municipal information systems, while others are concerned with the interrelationships among various governmental units and levels. Each of the 34 entries includes complete bibliographic information, a 200-word abstract, and an indication of the availability of the document. Where appropriate, the availability of an executive summary from PROJECT SHARE is noted. An alphabetic list of authors is provided. This is number three in PROJECT SHARE'S Human Services Bibliography Series.

572. *Self-Help in the Human Services.*
Alan Gartner and Frank Riessman.
City Coll., New York. Center for Advanced Study in Education.
1977, 210p
SHR-0002272 Available from Jossey-Bass, Inc., 615 Montgomery St., San Francisco, CA 94111.

The subject of self-help mutual aid programs in human service fields ranging from Alcoholics Anonymous and other groups modeled after it to consciousness-raising groups, youth groups, and various health-oriented groups is explored. Self-help programs in mental health, health, education, and social work are discussed from the standpoint of how they represent innovative forms of practice that are productive, nonbureaucratic, and professional. Major developments and models in self-help practice are reviewed. A theoretical explanation for mechanisms or processes that may make self-help effective is offered. Issues and directions in self-help programs are reviewed, including the relationship between such programs and social change, preventive health practice, professional practice, and the relevance of self-help programs for low-income underserved populations. Various criticisms of self-help are considered, one criticism being that self-help diverts energy away from the pressure for professional responsibility. Appendices contain a directory of self-help groups and information on similarities and differences between conventional and peer self-help psychotherapy groups. A list of references and an index are included.

573. *Service Integration for Deinstitutionalization Project: Methods and Procedures Manual.*
Virginia Dept. of Mental Health and Mental Retardation, Richmond. Service Integration for Deinstitutionalization Project.
Feb 75, 169p
PB-254 850 Available from NTIS, PC $8.00/MF $3.00

Procedures and forms resulting from the service integration for deinstitutionalization (SID) project in Virginia are contained in this manual. Procedures focus upon requirements associated with obtaining, recording, and distributing information on a given client. The method employed to gather information from service agencies to construct an automated resource directory is detailed. Steps followed in processing a given client under the SID model are detailed, and consideration is given to forms control, man-hours, and training aspects of data collection. Eight sections of the manual deal with authorization to furnish information on mentally ill and mentally retarded clients and on juvenile offender clients, an assessment format for clients, prescription format for clients with regard to institutionalization versus community placement, determination of resource availability and utilization, client movement and status, client followup, reporting of blockages to community placement, and caseload accounting. Extensive procedural information and related forms pertaining to these eight sections are contained in appendices.

574. *Service Integration for Deinstitutionalization Project: Office Procedures Manual.*
Virginia Dept. of Mental Health and Mental Retardation, Richmond. Service Integration for Deinstitutionalization Project.
Feb 75, 32p
PB-270 441 Available from NTIS, PC $4.50/MF $3.00

This document is part of a multivolume report on a 3-year research and demonstration project involving service integration for the deinstitutionalization of client care in Virginia. Fringe benefits and office procedures designed for the staff of the project are detailed, and an organizational chart of the project and a staff directory are provided. Detailed instructions for filling out client-processing forms and procedural guidelines relating to the duties and responsibilities of staff members are also included. The goal of the service integration deinstitutionalization project is to develop a systematic procedure for placing residents of State institutions in the community setting.

575. *Service Integration Research Project.*
W. Robert Curtis.
Taunton Area Associates for Human Services, Inc., Mass.
Dec 76, 82p
SHR-0001770 Available from NTIS, PC $6.00/MF $3.00

This is the first quarterly report on the Taunton area project which aims to achieve service integration by creating an area-based management information system in the Taunton, Massachusetts area. It is envisioned that there will be available one intake format, one service plan format, one service delivery/client interaction format, and one termination/closure format for all clients entering the single client pathway located in a neighborhood human service center. The progress of activities pursued to develop these formats is reviewed. Other reported activities pertaining to information system development involve the derivation of specifications for an automated system and consideration of client confidentiality and the protection of client rights. Problems encountered in the service integration research project are noted, along with staff utilization and proposed project activities. The major portion of the report is comprised of appendices which provide further information on the status of information system development.

576. *Social Components of Physical and Mental Health Services.*
Robert Morris.
National Conference on Social Welfare, Columbus, Ohio.
Jun 75, 72p
SHR-0002282 Available from National Conference on Social Welfare, 22 West Gay St., Columbus, OH 43215.

This report of a task force established by the National Conference on Social Welfare focuses on the social component of physical and mental health services. Health is examined in social role terms as the capacity of people to live lives that they and others consider useful. The health system is conceptualized as being composed of a medical element and a social service element. The health system is considered to be in transition, which provides an opportunity to establish the functional usefulness of the social component within its boundaries. This will require reeducation of both health providers and consumers. The importance of adequately financing the social component is stressed so that more attention will be paid to prevention. The emerging health system is envisaged as being developed on a regional basis. Boundary elements in the social component include support services in the health system, lifestyle, financing, and administrative issues at various levels of government. Understanding the social component and integrating it with the health system involves education, self-care, resources, and social supports. Individual members of the task force

576.

focused on the following specific needs: the relationship between health delivery and the social support system, change strategies and methods of evaluating community-based care, continuity of care, social work within the social component, consumerism, values and lifestyles, medical perspective on the social component, the social component and agency practice, and financing the social component. A selected bibliography is provided. Revision of report presented at Institute on Social Components of Physical and Mental Health held in conjunction with the Annual Forum of the National Conference on Social Welfare, San Francisco, May 1975.

577. *Social Context of Evaluation Research: A Case Study.*
Adeline Levine and Murray Levine.
State Univ. of New York at Buffalo.
1977, 28p
SHR-0002299 Pub. in Evaluation Quarterly v1 n4 p515-542 Nov 77.

The impact of the social context on evaluative research is investigated in a case study involving a progressive school plan operating in Gary, Indiana, from 1914 through 1918. The plan was based on an efficient combination of work, study, and play. Children were divided into groups and rotated through a schedule that emphasized vocational, physical, and expressive education as well as the usual school subjects. Schools were located near public parks and combined with community recreational and cultural facilities. The plan was implemented in other cities, including New York City. It was negatively evaluated by a school administrator and an educational psychologist in terms of its applicability to New York City schools. The decision was made to conduct a full-scale evaluation of the plan over a 5-month period by professional specialists. It was found that the social context exerts a powerful influence on a range of phenomena related to the evaluative research process. Suggestions for confronting political and social realities surrounding evaluation are offered.

578. *Social, Economic and Health Indicators of Florida.*
Florida State Dept. of Health and Rehabilitative Services, Tallahassee. Systematic Needs Assessment Project.
Sep 76, 95p
SHR-0002202 Available from NTIS, PC $6.00/MF $3.00

Indicator measurements were established by the systematic needs assessment project for Florida's 67 counties and again for the 11 Department of Health and Rehabilitative Services (DHRS) districts to evaluate the social, economic, and health status of the population. A literature search in the field of social indicators and needs assessment, as well as in the general areas of sociology and political science, is included. A list of 225 indicators was developed by a team comprised of a sociologist, a political scientist, a demographer, and several statisticians. Information was obtained on human needs at the community level through key informant and client surveys. A social indicators table is provided in which indicators are grouped according to common relationships. The purpose of the social indicators is to predict human needs. They are organized in terms of the following selected blocks of variables: population characteristics, income and employment variables, occupational and educational characteristics, the size of the elderly population, housing, crime, vital statistics, and service systems. Plans are underway to develop an initial predictive model that is based on the use of social indicators. Social indicators data and a bibliography are included in appendices.

579. *Social Service Definitions for Title VII of the Older Americans Act.*
New England Gerontology Center, Durham, N.H.
1976, 58p
SHR-0002294 Available from New England Gerontology Center, 15 Garrison Ave., Durham, NH 03824.

Social service definitions relevant to implementing Title VII of the Older Americans Act are given. Each service is defined in terms of five parameters: objectives related to service, Federal regulation definition, service product measurement and service unit, program definition, and agency standards for operation. The services include information and referral, outreach, counseling, recreation, transportation, escort, nutrition education, and shopping assistance.

580. *Social Services Inventory. Service Listing. City of San Antonio.*
San Antonio Dept. of Human Resources and Services, Tex.
Jan 77, 76p
SHR-0001675 Available from NTIS, PC $6.00/MF $3.00

A computer printout of social services available in San Antonio, Tex., as of November 30, 1976, is presented. The information contained in the report was obtained on a voluntary basis from local agencies by the San Antonio Department of Human Resources and Services under a planning grant from the U.S. Department of Housing and Urban Development. Under each service heading (e.g., adoption, consumer redress, food stamps, maternity care), all agencies delivering the service are listed. For each agency, an address and a phone number are provided. Where relevant, coded information is included on age, income, sex, and other eligibility requirements and on the geographic area served by the agency. A table of contents lists the pages on which each service is listed. Approximately 150 different services are included in the listing, which is intended as an information and referral tool for social workers and case workers. A map of the city is provided. Portions of this document may not be fully legible.

581. *Social Work, Social Welfare, and the American Family.*
Ronald A Feldman.
George Warren Brown School of Social Work, St. Louis, Mo.
1973, 33p
SHR-0002327 Pub. in Jnl. of Sociology and Social Welfare v1 n1 p72-104 Fall 1973.

The relationship between family development trends and social welfare and social work is considered. Two basic premises of the discussion are: the family constitutes one of the most basic units of social structure in contemporary American society, and the social work profession represents a major institutional mechanism for coping with numerous social problems encountered by American families. The family, viewed as a conceptual unit in a structural-functional perspective, poses certain basic difficulties for those with practical interests in interpersonal aid. One basic difficulty concerns the definition and delineation of necessary and sufficient functions for the family and/or society. The symbolic interaction perspective is closely aligned with role theoretical formulations that evolved from social psychology and sociology. It has facilitated the systematic description of family structures and processes, the delineation of particularly problematic structural or process relationships, and the formulation of discrete and operational intervention strategies. The impact of changes in family development on social welfare and social work, as well as the impact of changes in social welfare and social work on family development, are discussed. Particular attention is given to social welfare responses to the family, including economic and health programs, and to such social work responses to the family as family service agencies, child welfare programs, day care programs, homemaker services, foster care services, and adoption services. Factors influencing the social work response to the family involve institutional structures, social work education, professional composition, social values, and extraprofessional influences.

582. *Staffing Patterns in a Community-Based Mental Health Program Following Deinstitutionalization of a State Hospital Unit.*
Julia Herskowitz and Diane Muellner.
Executive Office of Human Services,

582.

Boston, Mass. Taunton Area Service Integration Project.
1976, 28p
SHR-0002175 Available from NTIS, PC $4.50/MF $3.00

The transfer of staffing slots by ward closure to community service facilities is assessed at the Taunton State Hospital in Massachusetts. In the first half of 1976, 45 former Taunton employees were working in human service centers with a total of 78 employees, and data were collected on all employees working in 11 human service centers. Questions were asked concerning present and former job grade levels, and present and past tasks were compared. The community program utilized three general categories of employees: clinical staff, administrative staff, and clerical staff. The percentage of former hospital employees is greatest in the clinical group. There was little retraining for ward staff, who gradually assumed more outpatient counseling and service tasks in the community. Most of the higher level administrative positions were recruited from outside the hospital employee pool, while many former hospital employees remained at the same job level. Retraining programs are suggested when a deinstitutionalization procedure is being considered. Appendices show the race and sex of employees, their positions and grade levels, and their salaries.

583. *Suggested Improvements to the State Planning System Under Title XX.*
Research Group, Inc., Atlanta, Ga.
Apr 75, 21p
SHR-0001156 Available from Research Group, Inc., 1230 Healey Bldg., 57 Forsyth St. NW, Atlanta, GA 30303.

Actions a State may wish to take in social service planning efforts under Title XX are discussed. States are required under Title XX to design, develop, and refine a planning process tailored to the unique service needs of their population. Objectives, services, and specific categories of individuals to receive services must be determined by States within the context of a published plan. Improvements for the second planning cycle of the State planning process are designed to increase the common understanding of State policymakers, State planners, and the general public. Service planning improvements are suggested for the following four areas: (1) service planning manual; (2) needs assessment process; (3) service trend analysis; and (4) reporting against objectives. The service planning manual should include: the purpose of State service planning; a table of organization and assignment of plan development responsibilities; a schedule of major events in the planning and budgeting cycle; and key planning products and decision points. An outline for the manual is included. Categories of need are identified, and a general approach to needs assessment is described. A plan information matrix from which trends may be derived over time in the area of service trend analysis is given. Procedures for reporting against objectives are specified. A detailed description of the service planning manual is appended.

584. *Summary of Nine Studies of Employees During a Phase Down of Their Hospital Unit.*
Julia Herskowitz.
Executive Office of Human Services, Boston, Mass. Taunton Area Service Integration Project.
Aug 77, 11p
SHR-0002176 Available from NTIS, PC $4.00/MF $3.00

The objectives of this study of Taunton State Hospital employees in Massachusetts were twofold. The first objective was to analyze what happened to more than 100 employees working at the hospital in 1973 when the size of the inpatient staff was gradually reduced from 113 to 29 positions. The second objective was to evaluate the effects of a community-based system that provided continued employment but different roles for these same hospital employees. Most hospital employees only gradually came to accept deinsitutionalization of the mental health facility and role changes involved in moving from the hospital ward to community-based programs. Administrative and peer support were found to aid in moving staff from hospital to community. A more highly developed retraining program and a reliable and adequate two-way communication system between the central administration and employees being moved would have aided staff in the transition. A survey of employee attitudes toward their job situations, deinsitutionalization, and mental illness showed that, at least in the highly decentralized Taunton program, job location affects how staff feel about important factors in their jobs. All employee groups felt positive about deinstitutionalization and its effects.

585. *Supervision, Consultation, and Staff Training in the Helping Professions.*
Florence Whiteman Kaslow, Paul A Abels, Gene H Abroms, Stanley L Brodsky and Erich Coche.
Hahnemann Medical Coll. and Hospital, Philadelphia, Pa. Dept. of Mental Health Science.
1977, 342p
SHR-0002343 Available from Jossey-Bass, Inc., 615 Montgomery St., San Francisco, CA 94111.

To deepen and broaden the skills of experienced clinicians and other human service personnel, important problems involved in the process of supervision and training are explored. Leaders in the fields of clinical psychology, psychoanalysis, sociology, psychiatry, marriage and family therapy, and social work examine practical and theoretical issues in supervision and training. Part one focuses on the history and philosophy of supervision and consultation. Seven chapters deal with the medical field, the social work field, the role of the organization, supervision as metatherapy, supervisors as educators, training of lay helpers, and staff development for grant and proposal writing. Part two is concerned with supervisory and training techniques and processes, including psychoanalytically oriented individual therapy, group supervision of students and staff, training of marital and family therapists, and training of group therapists. In the third and final part, consideration is given to supervision and consultation in such special settings as the criminal justice arena, community mental health centers, and private practitioner offices. A list of references and an index are included.

586. *Support Systems and Community Mental Health. Lectures on Concept Development.*
Gerald Caplan.
1974, 267p
SHR-0001642 Available from Behavioral Publications, 72 Fifth Ave., New York, NY 10011.

The application of a support system model to the field of community mental health is discussed. Particular attention is given to discrete social supportive mechanisms which may enable certain individuals to maintain themselves in a relatively good state of health. Social aggregates are considered to be buffers against disease by providing individuals with opportunities for feedback about themselves and with validations of their expectations about others. Four basic types of support systems are identified: (1) spontaneous or natural support systems; (2) organized support not directed by caregiving professionals; (3) religious denominations; and (4) community mental health professionals. An approach to preventive psychiatry is described. The detection of early stages of mental disturbance in children is addressed, along with the mental hygiene role of nurses in maternal and child care and the role of social workers in preventive medicine. Steps for family physicians to follow in the prevention of emotional disorders are outlined. The contribution of schools to personality development is explored. Discussions on mental disorder prevention, the role of nurses in the changing health service environment, and conceptual models in community mental health are presented.

587. *Syracuse Social Indicator Study. Part II: Preliminary Analysis of Social Conditions and Human Services Delivery.*
Byron Marshall, Alan Ross and Kevin Walek.
Syracuse Office of Federal and State Aid Coordination, N.Y. Syracuse/Onondaga County Services Integration Project (SIP).
Apr 77, 131p
SHR-0002340 Available from NTIS, PC $7.25/MF $3.00

Socioeconomic conditions and the availability of human services in Syracuse, New York, were studied using data from the 1970 census. Twenty-seven social indicators were selected as being most appropriate for indicating social conditions and potential need for services. Data were collected for each indicator by census tract, and all rankings derived for each tract were totaled and averaged producing an overall tract ranking and allowing the comparison of each tract to the city as a whole. Discrete services in each census tract were identified to determine the availability and overall need for services. The profile of the city, in terms of areas of potential need, showed clustering in the southwest and the southeast. Other clusters appeared on the near northside, in the far northeast, and in the north central area. Service delivery was found to cluster near the central city. Many city and county residents appeared to live at some distance from service delivery sites. The purpose of the report was to assemble and order information on need, service delivery patterns and population trends. It is hoped that the provider and planner can use the material as a basis for more specific investigations indicated by particular areas of interest. Extensive tabular data and maps showing geographic patterns of population clusters are included in the report and in appendices. See also part 1, SHR-0001510.

588. *System Approach to Human Services Integration.*
Stephen D Mittenthal.
Human Ecology Inst., Wellesley, Mass.
1976, 7p
SHR-0002325 Pub. in Evaluation v3 n1-2 p142-148 1976.

This article views services integration targets of opportunity (SITO) research and demonstration projects from a systems perspective. Seven key elements that form the context of an accountable and productive system are discussed: a set of community members to be served; a performance or effect specification; a system manager; the service delivery system; an audit of effects achieved; and funding of the operating system. Other elements within the service delivery system itself that are essential for productivity include: a client pathway that incorporates the critical functions of intake, triage, emergency, information, problem assessment, service planning, case assignment, maintenance, corrective service, and followup; a case manager; a data unit that provides both service delivery and management personnel with needed information; a study and analysis unit; a set of direct service providers; and a set of contracts that bind providers to delivering effects specified by the case manager in the client pathway. Major stages within the development process for system building are described and illustrated. They are system inititation, system definition, system design, pilot testing, system acquisition (fabrication and installation), and trial operations. Eight lessons learned in the course of the SITO program are discussed. It is concluded that the development of comprehensive, community-based management, planning, and delivery systems is the most effective approach to improvements in system development.

589. *Systematic Needs Assessment Project: Geographic Display.*
Florida State Dept. of Health and Rehabilitative Services, Tallahassee. Systematic Needs Assessment Project.
Dec 76, 108p
SHR-0002207 Available from NTIS, PC $6.50/MF $3.00

A systematic needs assessment project in Florida employed the geographic display package in the conduct of 744 interviews in Hillsborough County (Tampa). The results of the interview survey were used as the incidence input for a computer map. During the survey, a map of the county was divided into census tracts and digitized and entered into a computer. Using the survey and the map, geographical displays were drawn to show all options available in the geographic display computer mapping package. Thirty-four problem areas were identified in the survey for which problem incidence and unmet needs could be illustrated by the geographic display plotter program. Two computer runs depicted the incidence of need for information and referral services across demographic groups and the unmet needs for the same service. Display options that can be produced by the geographic display computer program are: two concentric circles, three concentric circles, equally divided circles, and pie-cut circles. Each of these options depicts problem incidence or unmet needs, or both, for selected problem areas, demographic groups, and geographic areas. The appendices contain detailed information on the program's operation, related technical specifications, sample program runs and display maps, and a list of references.

590. *Transportation Disadvantaged in Maryland.*
William Houck, Wendy Bailey, Carol Baker, Calvin Blinder and Gay Gross.
Maryland Dept. of State Planning, Baltimore. Human Services Planning and Coordination Project.
Sep 77, 154p
SHR-0002236 Available from NTIS, PC $8.00/MF $3.00

Physical, socioeconomic, and environmental constraints on the mobility of Maryland residents are examined, particularly as they affect elderly, handicapped, poor, and rural population groups. The report concentrates upon the following four areas: (1) state of being transportation-disadvantaged and its adverse effect on the individual's quality of life due to resulting restrictions on meaningful and productive activities; (2) magnitude and location of transportation-disadvantaged persons in Maryland; (3) efforts to address mobility problems at the Federal level and in Maryland; and (4) directions in transportation alternatives for the disadvantaged. The importance of community level research and data gathering is demonstrated. It is recommended that research more clearly delinate the relationship between individual mobility constraints and transportation services needed to address these constraints. Cooperation between the public and private sectors in the provision of specialized transportation is considered essential. Information needs and planning and coordination needs in Maryland are examined. It is pointed out that there is no overall evaluative framework or mechanism in the State to assess the impact of various efforts being made to improve the mobility of transportation-disadvantaged individuals. Recommendations are made. A glossary is included.

591. *Transportation Needs of the Mobility Limited.*
Richard M. Michaels and N. Sue Weiler.
Illinois Univ. at Chicago Circle. Dept. of Systems Engineering.
Sep 74, 267p Executive Summary available from PROJECT SHARE.
SHR-0001153 Available from NTIS, PC $10.75/MF $3.00

A study to define the public transit needs of the handicapped in northeastern Illinois is reported. Three sources of information were used in the study: census data, a mailed survey to obtain basic information about physical conditions and mobility limitations, and a home interview with a sample drawn from those receiving the mailed questionnaire. The survey instrument was designed to elicit information in six areas: existing travel patterns, health conditions, mobility or ability to get around, latent demand, demo-

591.

graphic questions, and attitudes. The findings indicate that all people classified as mobility limited by conventional schemes were, regardless of label, mobile. A total of 63 percent used some form of public transportation and 19 percent actually drove themselves. Over 90 percent depended on others for transportation at least occasionally. In general, the more disabled a person was, the more that person was travel dependent on others. Three major factors with which the physically handicapped have difficulty were identified: vehicle environment, walking, and climbing. It was found that approximately 38 percent of those classed as handicapped have a significant mobility limitation. Mobility limitation varies by geographic location: 46 percent of the handicapped in urban areas are mobility limited, while 30 percent in high density suburban and 35 percent in low density suburban areas are mobility handicapped. A procedure for estimating travel demand for the handicapped was developed. Supporting data are provided in tabular form.

592. *Treatment of Resources in a Reformed Welfare System.*
Michigan State Dept. of Social Services, Lansing.
17 Sep 76, 54p Executive Summary available from PROJECT SHARE.
SHR-0001187 Available from NTIS, PC $5.25/MF $3.00

The use of assets tests in determining eligibility for public assistance is examined in five major programs: Aid to Families with Dependent Children, Supplemental Security Income, General Assistance, Food Stamps, and Title XX (major social service components). The purpose of the analysis is to determine methods for treating resources in existing income maintenance programs and to consider the potential impact of changing those methods. The overall property limitations and specific property exemptions are defined for each of the programs and, where appropriate, compared from State to State. Analysis of the resource requirements imposed under these need-related income maintenance programs reveals that, although resources tests are somewhat similar in broad design, the specifics of the tests vary widely. Limitations of and discrepancies in existing data concerning property ownership by the poor and service populations of income maintenance programs are pointed out. It is concluded that a final decision on an assets test to be imposed under any reformed national welfare system would be premature, given the unknown potential service population and participation rate. Recommendations are presented for an assets test that appears to be a reasonable approach to treating resources in a reformed welfare system. The recommended assets test is of a design similar to that imposed in the major welfare program. Certain maximum property limitations are imposed, with ownership of resources in excess of the maximum precluding participation in the program. It is recommended that a combined real and personal property limitation be set at $1,500 for an individual and $2,250 for a family; that the applicant's homestead be totally exempt from consideration, and that a value limitation not be placed on the homestead. Other types of property recommended for exemption in determining eligibility for assistance include personal effects and household goods, motor vehicles, life insurance, and income-producing property. Supporting tabular data are included. Additional documentation is appended in a separate volume. See also Appendices, SHR-0001188.

593. *Treatment of Resources in a Reformed Welfare System. Appendices.*
Michigan State Dept. of Social Services, Lansing.
17 Sep 76, 126p Executive Summary available from PROJECT SHARE.
SHR-0001188 Available from NTIS, PC $7.25/MF $3.00

Supporting documentation is presented for a study of major income maintenance programs in the United States. Profiles are presented for each of the 50 States and for the United States as a whole. Each profile includes: information on general social and economic characteristics as of 1970 (population size, median income, percentage of population below poverty level and/or receiving public assistance); general housing characteristics as of 1970 (median value of homes, percentage of all households and of poverty households living in owner-occupied housing units); 1974 Aid to Families with Dependent Children property requirements (allowable reserves); Supplemental Security Income Program policy (1976); and Title XX Social Services Program policy (1975). A list of respondents to a questionnaire sent to State General Assistance offices is included, as are a copy of the questionnaire and statistics on recipients of General Assistance money payments and amount of payments by State for January 1976. A third appendix presents charts on general social and economic characteristics (1970); General Assistance payment statistics for August 1974; and percentages of individuals with incomes less than the poverty level, by State, for 1970. See also parent document, SHR-0001187.

594. *Two Views on Services Integration: Bertram S. Brown and Reubin Askew.*
Susan Salasin.
1976, 12p
SHR-0002324 Pub. in Evaluation v3 n1-2 p15-26 1976.

In two separate interviews, a Federal administrator in the field of mental health research and services and a State governor offer their perspectives on service integration. The national perspective considers the effects of changed funding and service delivery patterns, such as those caused by the service integration movement, on service program planners, providers, and recipients of Federal funds. The interview contained questions on the following: the forces behind the service integration movement; the need for human service integration programming at the State level; legislatively mandated human service integration versus voluntary coordination; the Federal role in service integration at the State level; service organization and evaluation; and collaboration between elected officials and service professionals. The State representative outlines the reorganization and integration of service delivery in the State of Florida. Interview questions focused on the trend toward comprehensive human service agencies at the State level, regionalization and reform, responsibilities of service professionals, the improvement of client services, and the devolution of Federal power to States.

595. *User's View of the Work Incentive Program.*
Charles Garvin.
Michigan Univ., Ann Arbor. School of Social Work.
17 Jun 76, 24p
SHR-0002166 Available from National Conference on Social Welfare, 22 West Gay St., Columbus, OH 43215.

The purpose of this paper is to describe the experiences of welfare clients enrolled in the Work Incentive Program (WIN) as they perceive them. Several research studies involving over 1,800 interviews with WIN participants were conducted between 1969 and 1974. One study involved predominately black welfare recipients from Chicago, Illinois; Cleveland, Ohio; and Detroit, Michigan. A second study involved a stratified group who had terminated the WIN program for various reasons. Persons about to enter WIN were typically welfare recipients, unemployed persons, or unskilled or marginal workers. They were motivated to enhance their self-respect and economic circumstances through career advancement. They wanted to get a job, get off welfare, and learn skills that would help move them up the occupational ladder. Variance between client perceptions and WIN program regulations was observed. It was apparent that WIN did not deliver the kind of program experiences that most participants seemed to want initially. Although most hoped for extensive training that would enable them to move into skilled or professional occupations, few received such training. Concerns expressed by WIN participants related to delays in moving through the program, the quality of training, contacts with personnel, and the need for resources to provide career advancement activities. The feasibility of a more consumer-oriented WIN program is discussed. Presented at the Annual (103rd) Forum of the National Conference on Social Welfare, Washington, D.C., June 17, 1976.

597. *What Follows Services Integration. Simulated Decentralized State Organizations Delivering Comprehensive Human Services. Edition Number Four.*
W. Robert Curtis.
Social Matrix Research, Inc., Taunton, Mass.
20 May 77, 44p
SHR-0002171 Available from Social Matrix Research, Inc., P.O. Box 705, Taunton, MA 02780.

Changes resulting from the completion of five Service Integration Targets of Opportunity (SITO) projects in Massachusetts were explored. An 8-year effort was initiated to improve the delivery of public human services to a population of 100,000 in the area surrounding the city of Taunton. The goal, upon completion of the projects, was to describe basic building blocks necessary to an effective and efficient State human service delivery system. Structural aspects and interrelationships of these building blocks were examined in detail, resulting in a number of alternatives for the development of a simulated decentralized organization. Following a discussion of the existing human service delivery structure, key components of an improved structure are noted. Four models for horizontally coordinated structures are described: (1) independent units that are generally self-governing and not subject to excessive external control; (2) coordinated units of approximately equal rank, importance, authority, or significance that maintain or manage simultaneously interactive relationships with a limited number of other units; (3) consolidated units that have been joined in a compact fashion in order to strengthen their combined efforts; and (4) integrated units. The basic building blocks of a decentralized organization are State human service agencies, local government human service agencies, the community or neighborhood social environment, the generalist manager, and the client pathway. The coordination of these building blocks into a comprehensive human service system is discussed, and associated organizational tensions and conflicts are identified.

598. *Words on Aging. A Bibliography of Selected Annotated References Compiled for the Administration on Aging. By the Department Library.*
Dorothy M. Jones.
Department of Health, Education, and Welfare, Washington, D.C. Dept. Library.
1974, 189p
SHR-0000883 Available from NTIS, PC $9.00/MF $3.00

Selected writings on aging are listed in an annotated bibliography of periodical articles published from 1963 through 1967 and books published from 1900 through 1967. The listing, the seventh edition of selected references on aging published since 1950, was prepared to assist practitioners, teachers, students, and laymen working in the field of aging. The catalogues of the Library of Congress, the National Library of Medicine, the National Agricultural Library, the DHEW Library, the Department of Labor Library, the Department of Housing and Urban Development Library, and the National Institutes of Health Library were examined by the compilers. The citations are categorized as follows: (1) aging (general works, population characteristics and forecasts, bibliographies); (2) processes of aging (biological aging, mental health and illness, physical health and illness, psychological aging and personality changes); (3) economic aspects of aging (economic resources in the later years, employment and retirement practices, health insurance, the Old-age, Survivors, Disability, and Health Insurance Program and similar programs, private pension systems and retirement policies, public assistance and Medicaid); (4) health and medical care (home care programs, hospital services and care, medical and dental care programs, nursing homes and other geriatric facilities, nursing services, nutrition, rehabilitation); (5) social relationships and social adjustment (community service activities, family life and intergenerational relationships, life in retirement and retirement preparation programs, recreation, creative activity, education, religion, political action); and (6) social and environmental services (church programs and services, community planning and organization, homes for the aged, housing and living arrangements, retirement communities, senior centers, social services and social work, and training of professional personnel). Author and subject indexes are provided.

599. *Workshop on Human Service Needs Assessment and Service Inventory for the Greater South Texas Cultural Basin Commission.*
Research Group, Inc., Atlanta, Ga.
Mar 76, 85p Executive Summary available from PROJECT SHARE.
SHR-0001200 Available from Research Group, Inc., 1230 Healey Bldg., 57 Forsyth St. NW, Atlanta, GA 30303.

The methods and uses of needs assessment and services inventory are the focus of a manual prepared for a workshop on human services held for the five councils of government (COG's) of the South Texas cultural basin area. The workshop and the materials presented have several purposes: (1) to orient the human resource coordinator and committee members from each COG on needs assessment and services inventories; (2) to instruct the COG members in assessing needs and inventorying services using the assessments and inventories of the first planning year; (3) to discuss the analysis of needs assessment and services inventory information; and (4) to instruct the participants in how to use the information. The several methods for needs assessment comprise interviews with service providers, secondary social data analysis, interviews with political and community leaders, surveys of service recipients, surveys of the general population or specific subpopulations, and the analysis of data derived from agency management information systems. Service inventory techniques include the survey of major State providers, interviews with political and community leaders, surveys of community action agencies, surveys of service recipients, a visit to the United Way agencies, and the survey of city and county planning departments. Most of the printed materials to be used in the workshop are provided.

600. *Youth Service Bureau Experience in Santa Clara County-Lessons for Planning of Multi-Service Centers.*
Frances Munroe and Ken Holland.
Santa Clara County Executive's Office, San Jose, Calif.
Apr 75, 27p
SHR-0001128 Available from NTIS, PC $4.50/MF $3.00

The organization and functioning of Youth Service Bureau (YSBs) in Santa Clara County, California are examined in order to gain insights for the planning of multiservice centers (MSCs). Field visits were made to three YSBs, and all YSB staff members were interviewed. The goal of each Youth Services Bureau is to reduce the incidence of delinquency in the area it serves and, in each YSB, programs are selected to meet the community's needs. Services emphasize short-term, practical, behavior-oriented guidance rather than long-term therapy, and clients receive services on a voluntary basis. The upper age limit for YSB clients is 17. Among the services offered by YSBs are: counseling of de-

600.

linquent or predelinquent youths, crisis intervention, and activity groups and field trips. The staff is multidisciplinary and includes volunteers from various contributing agencies. YSB law enforcement personnel usually make initial contact with referrals; the system has no written policy governing assignment of cases. The largest number of contacts falls into the category of one-time only. Advisory Boards are composed of a core group of interested citizens that serve as a liaison between the YSB and the community. Specific information is provided on the decisionmaking structure of the three YSBs studied. The similarities and differences between YSBs and MSCs are discussed. Appendices contain a list of YSB programs, staff job descriptions, and flow charts.

alphabetic list of authors

Armstrong, Crichton; Margrave, Joy; Mays, Linda; Wiesenburg, Ann and Brooks, Charles. Virginia Div. of State Planning and Community Affairs, Richmond.

Joint Local State Comprehensive Human Service Planning and Delivery in Virginia. Volume I: The Role of Localities in the Delivery of Integrated Human Services: Virginia's Pilot Programs.

Armstrong, Crichton; Margrave, Joy; Mays, Linda; Wiesenburg, Ann and Brooks, Charles. Virginia Div. of State Planning and Community Affairs, Richmond.

Joint Local State Comprehensive Human Service Planning in Virginia. Volume II: The Role of the State in the Delivery of Human Services: Documentation of Traditional Forms and Variances.

Bangor Community Coll., Maine.

Bilingual Bicultural Delivery of Human Services to Elderly Franco-Americans Through Vocational Education.

Bedger, Jean E; Glasser, Richard; DeGuire, Peter and Zemont, Delia. Council for Community Services in Metropolitan Chicago, Ill.

Community Analysis Project. Report No. 1-A.

Benedict, William R. Lutheran Social Services of Wisconsin and Upper Michigan, Stoughton, Wis.

EVAL-U-TREAT: A Direct Service, Quality Assurance and Outcome-Oriented Case Reporting Procedure.

Blank, Martin J.; Gardner, Sidney L.; Kane, Roslyn D.; King, James C. and Waldhorn, Steven A. RJ Associates, Inc., Arlington, Va.

Assessing the DHEW Partnership Grants Program: A Study of State and Local Government Capacity Building.

Blendon, Robert; DuVal, Merlin; Hiscock, William M; Robbins, Anthony and Yerby, Alonzo. Robert Wood Johnson Foundation, Princeton, N.J.

Conditions for Change in the Health Care System.

Bloom, Allan A. Family Service - Travelers Aid Association of Wake County, Raleigh, N.C.

Personal and Family Counseling Under Title XX (Twenty): Problems and Promises.

Bradley, Valerie and Clarke, Gary. Georgetown Univ., Washington, D.C. Health Policy Center.

Implementation of the Legal and Constitutional Rights of the Mentally Disabled. Paper Victories and Hard Realities.

Brennan, Eileen. Kansas Univ., Lawrence. School of Social Welfare.

Management in Social Welfare.

Brummer, Arlene; Pedrajo, Maria; Keating, Mary and Weber, Sherry. Metropolitan Dade County Criminal Justice Planning Unit, Miami, Fla. Planning and Evaluation Section.

Methodology for the Evaluation of Ex-Offender Projects.

Butler, Harry and Bilorusky, John. Cleveland State Univ., Ohio. Dept. of Social Service.

Experimenting Community: A New Curriculum for Human Service Professionals.

Campbell, Michael. Texas Dept. of Community Affairs, Austin. Youth Services Div.

Overview of Youth Employment Programming.

Caplan, Gerald.

Support Systems and Community Mental Health. Lectures on Concept Development.

Castleberry, Sam; Dailey, Nancy; Fuller, Cheryl and Mistead, Jack. Texas Dept. of Community Affairs, Austin. Youth Services Div.

EASE: Employment Assistance and Support for the Ex-Offender: Appendix and Technical Data.

Castleberry, Sam; Dailey, Nancy; Fuller, Cheryl and Milstead, Jack. Texas Dept. of Community Affairs, Austin. Youth Services Div.

EASE: Employment Assistance and Support for the Ex-Offender.

Chadwin, Mark Lincoln; Mitchell, John J; Hargrove, Edwin C and Mead, Lawrence M. Urban Inst., Washington, D.C.

Employment Service: An Institutional Analysis.

Charlotte - Mecklenburg Community Relations Committee, N.C.

Classifications for Local Government Human Relations Work.

Cobb, Charles W. Connecticut Dept. of Mental Health, Hartford. Information Systems Div.

Problems and Principles in the Development of Management Information Systems.

Collins, Alice H and Pancoast, Diane L.

Natural Helping Networks: A Strategy for Prevention.

Comptroller General of the United States, Washington, D.C.

Changing Patterns of Federal Aid to State and Local Governments, 1969-75.

Comptroller General of the United States, Washington, D.C.

Federal Government Should but Doesn't Know the Cost of Administering Its Assistance Programs.

Comptroller General of the United States, Washington, D.C.

Home Health: The Need for a National Policy to Better Provide for the Elderly.

Comptroller General of the United States, Washington, D.C.

Impact of Illegal Aliens on Public Assistance Programs: Too Little is Known.

Cook, Patricia and Gollay, Elinor. Abt Associates, Inc., Cambridge, Mass.

Assessment of Selected Resources for Severely Handicapped Children and Youth. Volume C: One Hundred Case Studies of Provider Services.

Council of State Governments, Washington, D.C.

Coming Together – The Intergovernmental Cooperation Act of 1968: A Survey of State Implementation.

Coursey, Robert D; Specter, Gerry A; Murrell, Stanley A and Hunt, Barbara. Maryland Univ., College Park. Dept. of Psychology.

Program Evaluation for Mental Health: Methods, Strategies, and Participants.

Cuellar, Israel; Dailey, Nancy; Castleberry, Sam; Milstead, Jack and Fuller, Cheryl. Texas Dept. of Community Affairs, Austin. Youth Services Div.
Juvenile Alien Borderlands Conference.

Curtis, W. Robert. Social Matrix Research, Inc., Taunton, Mass.
Development of Agency Coordination and Service Integration: The Area-Based Matrix Organization.

Curtis, W. Robert. Taunton Area Associates for Human Services, Inc., Mass.
Service Integration Research Project.

Curtis, W. Robert. Social Matrix Research, Inc., Taunton, Mass.
What Follows Services Integration. Simulated Decentralized State Organizations Delivering Comprehensive Human Services. Edition Number Four.

Delaware Dept. of Health and Social Services, Dover. Div. of State Service Centers.
Delaware Department of Health and Social Services: Division of State Service Centers Program and Planning Manual.

Department of Health, Education, and Welfare, Washington, D.C. Office for Handicapped Individuals.
Federal Assistance for Programs Serving the Handicapped.

Desatnick, Robert L. Otis Elevator Co., Paris (France). International Div.
Innovative Human Resource Management.

Douglas, Earl D; Fiene, Richard J and Aronson, Susan S. Pennsylvania Dept. of Public Welfare, Harrisburg. Bureau of Child Development Programs.
Child Development Program Evaluation: Its Past, Present and Future.

Drucker, Peter F. New York Univ. Graduate School of Business Administration.
Managing the Public Service Institution.

Epstein, Irwin and Tripodi, Tony.
Research Techniques for Program Planning, Monitoring, and Evaluation.

Feldman, Ronald A. George Warren Brown School of Social Work, St. Louis, Mo.
Social Work, Social Welfare, and the American Family.

Fiene, Richard John; Cardiff, William J and Littles, Melvin R. Appalachian Regional Commission, Washington, D.C.
Ecological Monitoring Information System (EMIS).

Fisher, Thomas A. Dane County Dept. of Social Services, Madison, Wis.
Decentralization and the Community Service Center.

Florida State Dept. of Health and Rehabilitative Services, Tallahassee. Systematic Needs Assessment Project.
Needs Assessment of Human Problems Experienced by DHRS Clients: 1977.

Florida State Dept. of Health and Rehabilitative Services, Tallahassee. Systematic Needs Assessment Project.
Needs Assessment of Human Problems Experienced by Florida Residents: 1977.

Florida State Dept. of Health and Rehabilitative Services, Tallahassee. Systematic Needs Assessment Project.
Social, Economic and Health Indicators of Florida.

Florida State Dept. of Health and Rehabilitative Services, Tallahassee. Systematic Needs Assessment Project.
Systematic Needs Assessment Project: Geographic Display.

Fowler, Lorraine T. Wisconsin Univ. - Milwaukee. Midwest Parent - Child Welfare Resource Center.
Multidisciplinary/Multiagency Approaches to Child Abuse and Neglect. Implications for Practitioners.

Galper, Jeffry H. Temple Univ., Philadelphia, Pa. School of Social Administration.
Politics of Social Services.

Garn, Harvey A.; Flax, Michael J.; Springer, Michael and Taylor, Jeremy B. Urban Inst., Washington, D.C.
Models for Indicator Development: A Framework for Policy Analysis.

Gartner, Alan and Riessman, Frank. City Coll., New York. Center for Advanced Study in Education.
Self-Help in the Human Services.

Garvin, Charles. Michigan Univ., Ann Arbor. School of Social Work.
User's View of the Work Incentive Program.

Glaser, Edward M. and Backer, Thomas E. Human Interaction Research Inst., Los Angeles, Calif.
Clinical Approach to Program Evaluation.

Greater South Texas Cultural Basin Commission, Austin.
Regional Human Resource Development Project. Phase II Report.

Hardgrove, Grace. Council of Jewish Women of Los Angeles, Calif.
Interagency Service Network to Meet Needs of Rape Victims.

Haug, Marie R. Case Western Reserve Univ., Cleveland, Ohio.
Deprofessionalization: An Alternate Hypothesis for the Future.

Hayes-Roth, Frederick; Longabaugh, Richard and Ryback, Ralph. Rand Corp., Santa Monica, Calif.
Mental Health: Systems and Nonsystems.

Herskowitz, Julia and Havumaki, Glen. Executive Office of Human Services, Boston, Mass. Taunton Area Service Integration Project.
Effects of Deinstitutionalization on State Hospital Staff: Employee Reactions and Reports.

Herskowitz, Julia and Curtis, W. Robert. Executive Office of Human Services, Boston, Mass. Taunton Area Service Integration Project.
Psychiatric Hospital Employee: A Resource for Social Change.

Herskowitz, Julia and Muellner, Diane. Executive Office of Human Services, Boston, Mass. Taunton Area Service Integration Project.
Staffing Patterns in a Community-Based Mental Health Program Following Deinstitutionalization of a State Hospital Unit.

Herskowitz, Julia. Executive Office of Human Services, Boston, Mass. Taunton Area Service Integration Project.
Summary of Nine Studies of Employees During a Phase Down of Their Hospital Unit.

Holder, Harold D. Caseway, Inc., Raleigh, N.C.
Client Pathway Orientation Guide.

Horton, Gerald T. and Corcoran, George J. Research Group, Inc., Atlanta, Ga.

Alternative Approaches to Program Planning Coordination in Social Services Planning. State Experiences and Suggested Approaches in Response to Title XX of the Social Security Act.

Houck, William; Bailey, Wendy; Baker, Carol; Blinder, Calvin and Gross, Gay. Maryland Dept. of State Planning, Baltimore. Human Services Planning and Coordination Project.

Transportation Disadvantaged in Maryland.

Human Systems Inst., Morristown, N.J.

Administrative Manual for Juvenile Probation Volunteer Programs.

Ingram, Laura. NA

Ever Feel Like You're All Alone Trying to Improve the Human Condition. An Assessment of the Memphis State University Human Services CO-OP.

Jones, Dorothy M. Department of Health, Education, and Welfare, Washington, D.C. Dept. Library.

Words on Aging. A Bibliography of Selected Annotated References Compiled for the Administration on Aging. By the Department Library.

Jun, Jong S. California State Univ., Hayward.

Management by Objectives in Government: Theory and Practice.

Kamerman, Sheila B. Columbia Univ., New York. Cross - National Studies of Social Service Systems and Family Policy.

Developing a Family Impact Statement.

Kansas State Dept. of Social and Rehabilitation Services, Topeka.

Kansas Plan for Helping Persons Remain in or Return to Their Homes or Communities: Revised Reintegration Handbook.

Kaslow, Florence Whiteman; Abels, Paul A; Abroms, Gene H; Brodsky, Stanley L and Coche, Erich. Hahnemann Medical Coll. and Hospital, Philadelphia, Pa. Dept. of Mental Health Science.

Supervision, Consultation, and Staff Training in the Helping Professions.

Katan, Joseph. Paul Baerwald School of Social Work, Jerusalem (Israel).

Attitudes of Professionals Towards the Employment of Indigenous Non-Professionals in Human Service Organizations.

Keller, William W; Leonardi, Rudi A and Smith, Lynn G. National Office for Social Responsibility, Arlington, Va.

Linking Youth Service Systems: An Approach to Integrated Programming.

Kentucky State Dept. for Human Resources, Frankfort. Center for Program Development.

Overview of the Bureau for Social Services Information System.

Kimmel, Wayne A. Office of the Assistant Secretary for Planning and Evaluation (HEW), Washington, D.C. Office of Program Systems.

Needs Assessment: A Critical Perspective.

Kivens, Laurence and Bolin, David C.

Evaluation in a Community Mental Health Center: Hillsborough CMHC, Tampa, Florida.

Kriger, Sara Finn. Psychologia Metrika, Columbus, Ohio.

Life Styles of Aging Retardates Living in Community Settings in Ohio.

Lehigh Valley Community Council, Bethlehem, Pa. Human Services Committee.

Human Services Information System. Human Services Working Manual.

Leonard, Peter. National Inst. for Social Work, London (England).

Professionalization, Community Action and the Growth of Social Service Bureaucracies.

Leopold, Edith A. and Schein, Lawrence. Pennsylvania Univ., Philadelphia. Dept. of Community Medicine.

Missing Links in the Human Services Nonsystem.

Lerman, Paul. Rutgers - The State Univ., New Brunswick, N.J. Dept. of Sociology.

Community Treatment and Social Control. A Critical Analysis of Juvenile Correctional Policy.

Levine, Adeline and Levine, Murray. State Univ. of New York at Buffalo.

Social Context of Evaluation Research: A Case Study.

Levitt, LeRoy P. Illinois State Dept. of Mental Health and Developmental Disabilities, Springfield.

Deinstitutionalization: Accomplishments, Issues and Directions.

Lippman, Leopold. New York Univ. Medical Center, N.Y.

'Normalization' and Related Concepts: Words and Ambiguities.

Lyons, Morgan and Steel, G. Alec. Florida Research Center, Inc., Tallahassee.

Evaluation of a Home Health Aide Training Program for the Elderly.

Magi Educational Services, Inc., Port Chester, N.Y.

Automated Goal-Oriented Medical Records for the Mentally Retarded Project.

Magi Educational Services, Inc., Port Chester, N.Y.

Automated Goal-Oriented Medical Records for the Mentally Retarded Project. Program Highlights.

Maine Executive Dept., Augusta. Interdepartmental Children's Team.

Coordinating Services for Children and Families.

Marks, Melody. Alameda County Social Services Agency, Oakland, Calif.

Human Services Inventory: Definitions.

Marshall, Byron; Ross, Alan and Walek, Kevin. Syracuse Office of Federal and State Aid Coordination, N.Y. Syracuse/Onondaga County Services Integration Project (SIP).

Syracuse Social Indicator Study. Part II: Preliminary Analysis of Social Conditions and Human Services Delivery.

Maryland Dept. of State Planning, Baltimore.

Inventory of State Administered Human Service Programs.

Matek, Stanley J. Orange County Health Planning Council, Tustin, Calif.

Accountability: Its Meaning and Its Relevance to the Health Care Field.

McClintock, Charles C. New York State Coll. of Human Ecology, Ithaca. Dept. of Community Service Education.

Evaluation of Human Services Planning Approaches at State and Local Levels. Volume II.

Michaels, Richard M. and Weiler, N. Sue. Illinois Univ. at

Chicago Circle. Dept. of Systems Engineering.
Transportation Needs of the Mobility Limited.

Michigan State Dept. of Social Services, Lansing.
Treatment of Resources in a Reformed Welfare System.

Michigan State Dept. of Social Services, Lansing.
Treatment of Resources in a Reformed Welfare System. Appendices.

Mirengoff, William and Rindler, Lester. National Academy of Sciences, Washington, D.C.
Comprehensive Employment and Training Act: Impact on People, Places, Programs.

Missouri Law Enforcement Assistance Council, Jefferson City.
Juvenile Justice and Youth Services in Missouri: A Proposal for Transition.

Mittenthal, Stephen D. Human Ecology Inst., Wellesley, Mass.
System Approach to Human Services Integration.

Mittenthal, Stephen D. Human Ecology Inst., Wellesley, Mass.
Development of a Human Service System-City of Portsmouth: End of Year (FY76) Report.

Moroney, Robert M. Centre for Studies in Social Policy, London (England).
Family and the State: Considerations for Social Policy.

Morris, Robert. National Conference on Social Welfare, Columbus, Ohio.
Social Components of Physical and Mental Health Services.

Mott, Paul E. Mott-McDonald Associates, Inc., Washington, D.C.
Meeting Human Needs: The Social and Political History of Title XX.

Munroe, Frances and Holland, Ken. Santa Clara County Executive's Office, San Jose, Calif.
Youth Service Bureau Experience in Santa Clara County-Lessons for Planning of Multi-Service Centers.

Muse, Donald; Cook, Patricia and Gollay, Elinor. Abt Associates, Inc., Cambridge, Mass.
Assessment of Selected Resources for Severely Handicapped Children and Youth. Volume D: Data Analysis and Results.

Myers, Leta F. Pennsylvania State Univ., University Park. Coll. of Human Development.
Family and Community Impact of Day Care: Preliminary Findings.

National Youth Alternatives Project, Inc., Washington, D.C.
Alternative Youth Services to Youth and Family Crisis Centers: A Brief History.

Neigher, William; Hammer, Roni J and Landsberg, Gerald. Community Mental Health Center of Passaic and Clifton of St. Mary's Hospital, Passaic, N.J.
Emerging Developments in Mental Health Program Evaluation.

New England Gerontology Center, Durham, N.H.
Social Service Definitions for Title VII of the Older Americans Act.

New York State Dept. of Social Services, Albany.
Automated Goal Oriented Medical Records for the Mentally Retarded.

Northwest Federation for Human Services, Boise, Idaho.
Measuring Effectiveness of Specific Title XX Services: A Microdata Sampling Approach.

Pelton, Leroy H. New Jersey State Dept. of Institutions and Agencies, Trenton. Div. of Youth and Family Services.
Child Abuse and Neglect and Protective Intervention in Mercer County, New Jersey: A Parent Interview and Case Record Study.

Perkins, Dennis N. Michigan Univ., Ann Arbor. Inst. for Social Research.
Evaluating Social Interventions.

Pressman, Hope Hughes. Oregon Univ., Eugene. Office of Development.
New Resource for Welfare Reform: The Poor Themselves.

Public Technology, Inc., Washington, D.C.
Proceedings on Social Service Research Workshop.

PROJECT SHARE (HEW), Rockville, Md.
Roles of Cities in Human Services.

Real Estate Research Corp., Chicago, Ill.
Capacity-Building: Strategies for Providing Assistance.

Research Group, Inc., Atlanta, Ga.
Chattanooga, Tennessee, Human Resources Planning Agency. Report for the National League of Cities and U.S. Conference of Mayors.

Research Group, Inc., Atlanta, Ga.
Program Guideline for a Plan Format for Title XX Social Service Planning.

Research Group, Inc., Atlanta, Ga.
Suggested Improvements to the State Planning System Under Title XX.

Research Group, Inc., Atlanta, Ga.
Workshop on Human Service Needs Assessment and Service Inventory for the Greater South Texas Cultural Basin Commission.

Resnick, Herman. Washington Univ., Seattle. School of Social Work.
Effecting Internal Change in Human Service Organizations.

Riedel, Kenneth A and Zmolek, Frances P. Iowa State Dept. of Social Services, Des Moines. Polk County Office.
Integrated Services Program: Polk/Des Moines, Iowa.

Roe, Daphne A. New York State Coll. of Human Ecology. Div. of Nutritional Sciences.
Physical Rehabilitation and Employment of AFDC Recipients.

Rossi, Peter H and Wright, Sonia R. Massachusetts Univ., Amherst. Social and Demographic Research Inst.
Evaluation Research: An Assessment of Theory, Practice, and Politics.

Salasin, Susan.
Two Views on Services Integration: Bertram S. Brown and Reubin Askew.

San Antonio Dept. of Human Resources and Services, Tex.
Social Services Inventory. Service Listing. City of San Antonio.

Santore, Anthony F and Diamond, Herbert. West Philadelphia Community Mental Health Consortium, Inc., Pa.
Role of a Community Mental Health Center in Developing Services to the Aging: The Older Adult Project.

Savas, E. S. Columbia Univ., New York. Graduate School of Business.

Organizational Strategy, Performance, and Management Technology.

Seabury, Brett A. Michigan Univ., Ann Arbor. School of Social Work.

Poor Need Services Too.

Spano, Robert M and Lund, Sander H. Minnesota Univ., Minneapolis. Univ. Hospitals. Social Service Dept.

Management By Objectives in a Hospital Social Service Unit.

State Univ. of New York at Buffalo. Faculty of Law and Jurisprudence.

Buffalo Citizens Administrative Service: An Ombudsman Demonstration Project.

Stern, Carolyn; Gollay, Elinor; Boyle, Elizabeth A.; Freedman, Ruth and Studen, Laura. Abt Associates, Inc., Cambridge, Mass.

Assessment of Selected Resources for Severely Handicapped Children and Youth. Volume A: A State of the Art Paper.

Stern, Carolyn; Cook, Patricia; Gollay, Elinor; Boyle, Elizabeth and Freedman, Ruth. Abt Associates, Inc., Cambridge, Mass.

Assessment of Selected Resources for Severely Handicapped Children. Volume B: Literature Review.

Sugarman, Barry. Montgomery County Mental Health and Mental Retardation Board, Ohio.

Accountability, Autonomy and Human Services Delivery Systems: A Case Study and Theoretical Approach to the Problem.

Sunderland, Stephen C. College for Human Services, New York.

Creating the New Profession: The Human Services.

Texas Municipal League, Austin.

Capacity of Texas Cities to Manage Social Services: A Report on Capacity – Building Research.

Turner, John. National Conference on Social Welfare, Columbus, Ohio.

Future for Social Services in the United States.

United Community Services of Chemung County, Inc., Elmira, N.Y. Chemung County Human Services Committee.

Review of Options Available and Final Committee Recommendations to the Chemung County Legislature.

Vernez, Georges and Blais, Gerard. New York City - Rand Inst.

Model for Evaluation of Alternative Welfare Policies in New York City.

Virginia Commission for Children and Youth, Richmond.

Alternative Needs Assessment Techniques for Virginia. A Handbook.

Virginia Commission for Children and Youth, Richmond.

Innovative Programming for Children and Youth. The State of the Art.

Virginia Commission for Children and Youth, Richmond.

Inventory and Analysis of State Data Sources for Children and Youth: Virginia.

Virginia Commission for Children and Youth, Richmond.

Inventory of Virginia Legislation Affecting Children and Youth: 1977. With Analyses of Selected Sections of the Juvenile Code.

Virginia Dept. of Mental Health and Mental Retardation, Richmond. Service Integration for Deinstitutionalization Project.

Service Integration for Deinstitutionalization Project: Methods and Procedures Manual.

Virginia Dept. of Mental Health and Mental Retardation, Richmond. Service Integration for Deinstitutionalization Project.

Service Integration for Deinstitutionalization Project: Office Procedures Manual.

Wilson, Lance R and McDonald, Gerald. Minnesota Univ., Minneapolis. Family Study Center.

Family Impact Analysis and Family Policy Advocate: The Process of Analysis.

York, Reginald O. University of North Carolina at Chapel Hill. School of Social Work.

Can Change Be Effectively Managed.

Zangwill, Bruce. Office of the Assistant Secretary for Planning and Evaluation (HEW), Washington, D.C.

Compendium of Laws and Regulations Requiring Needs Assessment.

Zimmerman, Joseph F. State Univ. of New York at Albany. Graduate School of Public Affairs.

Pragmatic Federalism: The Reassignment of Functional Responsibility.

index

Abused children
473, 521, 546

Abusers (child)
See Child abusers

Access (removal of physical barriers to client)
See Removal of physical barriers to client access

Accessibility of services (geographic)
See Geographic accessibility of services

Accessibility of service to clients
See Service accessibility to clients

Access to data sources
See Data sources and access thereto

Accountability for case management
451, 452

Accountability for grants/funds (agency)
See Agency accountability for grants/funds

Accounting methods (agency)
See Agency accounting/auditing methods

Accounting re service system cost
See Service system cost accounting

Administration of human services delivery
See Accountability for case management
Agency accountability for grants/funds
Agency accounting/auditing methods
Agency/community relationship techniques
Agency internal communication mechanisms
A-95 review authority
Case management
Case review procedures
Centralized administrative arrangements
Centralized delivery arrangements
CETA grants
Client pathway determination
Client referral
Client's right to know
Client tracking methods
Community involvement in agency decisionmaking
Consumer feedback techniques
Coordinate assessment of individual client needs
Decentralized administrative arrangements
Decentralized delivery arrangements
Determination of eligibility requirements
Determinationof individual clients needs
District service linkage methods
Feasibility studies re reorganization of existing services
Federal grants/funds for human services
Geographic accessibility of services
Human services agency financial management
Implementation of reorganization
Integration-oriented keeping of client records
Interagency communication mechanisms
Local reorganization of human services
Management reorganization strategies
Organizational/administrative arrangements re human services delivery
Organizational coordination methods re delivery
Organization, coordination, and communication re services delivery
Outreach linkage methods
Outreach techniques

Outreach techniques for rural areas
Partnership grants
Personnel administration
Personnel assignment
Personnel development/training
Personnel evaluation
Personnel recruiting
Plant and facilities operation and management
Public education for community acceptance
Removal of physical barriers to client access
Service system cost accounting
Service system cost auditing
SITO grants
Staff job classification
Staff outstationing
Standardization of client eligibility requirements
State-administered services
State grants/funds for human services
Statewide reorganization of human services
Use of consultant services

Administration of human services planning
454, 492, 505

Administration of integrated services (educational programs)
See Educational programs re administration of integrated services

Administration of services by State
See State-administered services

Administrative linkage methods
See Decentralized administrative arrangements
Integration-oriented keeping of client records
Integrative planning/programming
Liaison between different levels of government
Mandated joint planning
Plan/program information sharing
Staff outstationing
Voluntary/cooperative joint planning

Administrative/organizational arrangements re human services delivery
See Organizational/administrative arrangements re human services delivery

Adolescent correctional services
See Youth correctional services

Adoption-related services
524, 581

Adults (emotionally disturbed)
See Emotionally disturbed adults

Adults or college/university students
See Child abusers
Educationally disadvantaged adults
Elderly
Emotionally disturbed adults
Families with dependent children
Mentally handicapped adults
Minority adults
Retired persons
Socially disadvantaged adults
Unskilled workers

Advisory panels/boards/councils re human service
See Human service boards/councils/advisory panels

Advocacy services (civil rights)
See Community human relations services

Aged persons
See Elderly

Agencies (evaluation of human service)
See Evaluation of human service agencies

Agencies (State human service)
See State human service agencies

Agencies (State planning)
See State planning agencies

Agency accountability for grants/funds
451

Agency accounting/auditing methods
See also Agency accountability for grants/funds
A-95 review authority
Service system cost accounting
Service system cost aduiting
499

Agency/community relationship techniques
See also Community involvement in agency decisionmaking
Consumer feedback techniques
Outreach techniques
Outreach techniques for rural areas
Public education for community acceptance
492, 564

Agency evaluation
See Evaluation of human service agencies

Agency internal communication mechanisms
492

Agency internal record keeping
463, 464, 465

Agency manpower needs measurement/forecasting
540

Agency needs measurement/forecasting
See Agency manpower needs measurement/forecasting

Agency personnel orientation and training
See Personnel development/training

Alcohol abuse services
517

Allocation of resources
See Resource allocation

Analysis (systems)
See Systems Analysis

Areawide needs measurement/forecasting
591, 599

Areawide utilization measurement/forecasting
543

Assessment (coordinated) of individual client needs
See Coordinated assessment of individual client needs

Assignment (personnel)
See Personnel assignment

Auditing (cost) re service system
See Service system cost auditing

Auditing methods (agency)
See Agency accounting/auditing methods

Authority/mandate re legal
See Legal authority/mandate

A-95 review authority
478

Barriers to client access (removal of physical)
See Removal of physical barriers to client access

Bilingual services
466

Birth control counseling services
See Family planning counseling services

Birth control information services (community)
See Community family planning education services

Boards/councils/advisory panels re human service
See Human service boards/councils/advisory panels

Capabilities/capacity (lack of organizational)
See Lack of organizational capabilities/capacity

Capabilities/capacity (lack of service delivery)
See Lack of service delivery capabilities/capacity

Capabilities/capacity (organizational)
See Organizational capabilities/capacity

Capabilities/capacity (planning)
See Planning capabilities/capacity

Capacity/capabilities (lack of organizational)
See Lack of organizational capabilities/capacity

Capacity/capabilities (lack of service delivery)
See Lack of service delivery capabilities/capacity

Capacity/capabilities (organizational)
See Organizational capabilities/capacity

Capacity/capabilities (planning)
See Planning capabilities/capacity

Career counseling
&itsee Vocational counseling

Career development and training services
See Manpower development and training services

Case management
See also Accountability for case management
Case review procedures
Client pathway determination
Client referral
Client's right to know
Client tracking methods
Consumer feedback techniques
Coordinated assessment of individual client needs
Determination of eligibility requirements
Determination of individual client needs
Integration-oriented keeping of client records
Removal of physical barriers to client access
Standardization of client eligibility
475, 492

Case review procedures
473, 476, 501

Centralized administrative arrangements
See also State-administered services
505

Centralized administrative/decentralized delivery arrangements
See State-administered services

Centralized delivery arrangements
600

CETA grants
482

Characteristic data (client)
See Client characteristic data

Child abuse
473, 546

Children
See Minors

Children (abused)
See Abused children

Children (court protection services)
See Court services to protect children

Children (families with dependent)
See Families with dependent children

Children (neglected)
See Neglected children

City government-State government relationships
See State government-municipal government relationships

Civil rights organizations (community)
See Community human relations services

Client access (removal of physical barriers to)
See Removal of physical barriers to client access

Client advocacy
See Client's right to know

Client characteristic data
See also Family profiles
542, 543,

Client data collection
463, 464, 465

Client eligibility requirements
See Standardization of client eligibility requirements

Client flow control
See Client pathway determination
Client referral
Client tracking methods
Consumer feedback techniques
Coordinated assessment of individual client needs
Determination of eligibility requirements
Determination of individual client needs
Integration-oriented keeping of client records

Client impact evaluation
See Evaluation via client satisfaction

Client intake
See Client pathway determination
Coordinated assessment of individual client needs
Determination of eligibility requirements
Determination of individual client needs

Client needs (coordinated assessment of individual)
See Coordinated assessment of individual client needs

Client needs (determination of individual)
See Determination of individual client needs

Client pathway determination
476, 556

Client records processing
See Client tracking methods
Integration-oriented keeping of client records

Client referral
523, 524, 556, 579, 580

Client satisfaction (evaluation via)
See Evaluation via client satisfaction

Client's right to know
490

Client tracking methods
See also Integration-oriented keeping of client records
463, 464, 465

Clinic services (community)
See Community clinic services

COG's
See Councils of governments

Collection of data on clients
See Client data collection

Colleges and universities (service-related)
See Service-related educational institutions

84

Communication mechanisms (interagency)
See Interagency communication mechanisms

Communication mechanisms (internal agency)
See Agency internal communication mechanisms

Communication, organization, and coordination re services delivery
See Organization, coordination, and communication re services delivery
See Public education for community acceptance
Community acceptance (public education for)

Community/agency relationships techniques
See Agency/community relationship techniques

Community clinic services
564

Community family planning education
See also Family planning counseling services
517

Community human relations services
See also Bilingual services
475

Community information and organization services
See also Bilingual services
Community human relations services
Community organization and development services
Information services
Recruitment, training, and placement of volunteers
500

Community involvement in agency decisionmaking
486, 528, 563

Community organization and development services
See also Bilingual services
Community human relations services
Recruitment, training, and placement of volunteers
517

Complaints processing and investigation (consumer)
See Consumer complaints processing and investigation

Comprehensive Employment And Training Act grants
See CETA grants

Computerized data and information systems
463, 464, 465, 496, 522, 544, 589

Confidentiality of data and information
See Client's right to know

Consortiums re services administration
See Decentralized administrative arrangements

Consortiums re services delivery
See Decentralized delivery arrangements

Constraints re effective services delivery
See Delivery procedural constraints
Financial management procedural constraints
Lack of organizational capabilities/capacity
Lack of service deliverycapabilities/capacity
Legislative/regulatory constrainsts
Professional resistance to integration

Consultant services
See Use of consultant services

Consumer access to services
See Client pathway determination
Client referral
Client's right to know

Client tracking methods
Consumer feedback techniques
Coordinated assessment of individual client needs
Determination of eligibility requirements
Determination of individual client needs
Geographic accessibility of services
Integration-oriented keeping of client records
Outreach techniques
Outreach techniques for rural areas
Public education for community acceptance
Removal of physical barriers to client access
Standardization of client eligibility requirements

Consumer complaints processing and investigation
467, 499

Consumer feedback techniques
499

Consumer protection services
See also Consumer complaints processing and investigation
Legal and defense services
517

Consumer resource services
See Consumer complaints processing and investigation

Cooperative/voluntary joint planning
See Voluntary/cooperative joint planning

Coordinated assessment of individual client needs
549, 589

Coordination methods (organizational) re delivery
See Organizational coordination methods re delivery

Coordination, organization, and communication re services delivery
See Organization, coordination, and communication re services delivery

Core services linkage methods
See Client referral
Coordinated assessment of individual client needs
Outreach linkage methods

Correctional services
See Juvenile probation and parole services
Transitional services for ex-offenders
Youth correctional services

accounting (service system)
See Service system cost accounting

Cost auditing (service system)
See Service system cost auditing

Cost criteria and standards
563

Cost savings due to services integration
See Economic reasons for services integration

Councils/boards/advisory panels re human service
See Human service boards/councils/advisory panels

Councils of governments
567

Counseling services (family planning)
See Family planning counseling services

Counseling services (therapeutic)
&itsee Therapeutic counseling

Counseling services (vocational)
See Vocational counseling

County human service agencies
487, 551, 569

County planning
522, 533

Court-related services
See Public safety, law enforcement, and juridical services

Court services to protect children
524

Crime victims
See Victims of crime

Crisis intervention services
See Emergency mental health services

Criteria and standards
See also Cost criteria and standards
Effectiveness criteria and standards
Legislative priorities
Political value judgements
Priorities
Public priorities
Service accessibility to clients
Service level criteria and standards
542

Cultural and recreational services
See Recreation and cultural services

Data (client characteristic)
See Client characteristic data

Data (demographic)
See Demographic data

Data (economic)
See Economic data

Data analysis
479, 550

Data and information systems
See Computerized data and information systems
Local data and information systems
Management information systems

Data collection (client)
See Client data collection

Data collection and management
See also Client data collection
Data sources and access thereto
542, 554, 573

Data/information needed for planning
See also Identification of providers
Identification of service gaps/shortfalls
Needs indexes
Social indicators
Statistical data needed for planning
455, 472, 481, 499, 512, 516, 550, 561, 573

Data/information resource inventorying
See Information/data resource inventorying

Data processing
See Agency internal record keeping
Client data collection
Client tracking methods
Data analysis
Data collection and management
Data sources and access thereto
Integration-oriented keeping of client records
Service system cost accounting
Service system cost auditing

Data sources and access thereto
461

Day care services
474, 496, 509, 524, 547, 581

Decentralized administrative arrangements
486, 487, 597

Decentralized delivery arrangements
See also State-administered services
497, 498

Decisionmaking (community involvement in agency)
See Community involvement in agency decisionmaking

Decisionmaking authority
See also A-95 review authority
490

Decision theory
541, 545

Defense and legal services
See Legal and defense services

Definition methods (problem)
See Problem definition methods

Delinquent youth
See Juvenile delinquents

Delivery (organizational coordination methods re)
See Organizational coordination methods re delivery

Delivery arrangements (centralized)
See Centralized delivery arrangements

Delivery arrangements (decentralized)
See Decentralized delivery arrangements

Delivery capabilities/capacity
See Service delivery capabilities/capacity

Delivery capabilities/capacity (lack of)
See Lack of service delivery capabilities/capacity

Delivery of human services (organizational/administrative arrangements)
See Organizational/administrative arrangements re human services delivery

Delivery of service (improved)
See Improved service delivery

Delivery of services (organization, coordination, and communication re)
See Organization, coordination, and communication re services delivery

Delivery organizations (human service)
See Human service organizations

Delivery procedural constraints
543

Delivery systems (State/local legislation/regulations re human services)
See State/local legislation/regulations re human services delivery systems

Demographic data
479, 550

Dependent children (families with)
See Families with dependent children

Determination of eligibility requirements
See also Client pathway determination
592, 593

Determination of individual client needs
See also Coordinated assessment of individual client needs
455, 487, 489, 532, 548, 556

Development services (community)
See Community organization and development services

Development/training of personnel
See Personnel development/training

Diagnostic services
See Employment-related physical examination services
See Centralized administrative arrangements
Direct line authority

Direct service linkage methods
See also Client referral
Coordinated assessment of individual client needs

Organizational coordination methods re delivery
Outreach linkage methods
507

Disabled (physically long-term/permanent)
See Physically disabled (long-term/permanent)

Disabled persons (escort services for)
See Escort services for disabled or older persons

Disabled persons (transportation for)
See Transportation for disabled or older persons

Disadvantaged (economically)
See Economically disadvantaged

Disadvantaged (mentally)
See Mentally disadvantaged

Disadvantaged (physically)
See Physically disadvantaged

Disadvantaged adults (educationally)
See Educationally disadvantaged adults

Disadvantaged adults (socially)
See Socially disadvantaged adults

Drug abuse services
517

Economically disadvantaged
See also Families with dependent children
Indigents
Low-income workers
543, 550, 559, 590

Economic data
479, 513

Economic reasons for services integration
559

Education (public) for community acceptance
See Public education for community acceptance

Educational institutions (service-related)
See Service-related educational institutions

Educationally disadvantaged adults
See also Unskilled workers
546

Educationally disadvantaged/illiterates
See Educationally disadvantaged adults
Unskilled workers

Educational programs re administration of integrated services
553

Educational programs re services integration
See Educational programs re administration of integrated services
Educational programs re services integration planning

Educational programs re services integration planning
582

Education services
See also Family life education services
517, 524, 577

Education services (family planning)
See Community family planning education services
Family planning counseling services

Effectiveness criteria and standards
See also Service level criteria and standards
457, 502, 505, 564

Efficiency criteria and standards
See Criteria and standards

Elderly
466, 504, 515, 517, 570, 579, 590, 598

Elderly (escort services for)
See Escort services for disabled or older persons

Elderly (transportation for)
See Transportation for disabled or older persons

Eligibility requirements (determination of)
See Determination of eligibility requirements

Eligibility requirements (standardization of client)
See Standardization of client eligibility requirements

Emergency mental health services
456

Emergency services
See also Emergency mental health service
517, 524

Emotionally disturbed adults
See also Child abusers
456, 547

Emotionally disturbed minors
456

Employment agency services
See Job placement and referral services

Employment classification of staff
See Staff job classification

Employment counseling
See Vocational counseling

Employment development services
See Job development services

Employment placement and referral services
See Job placement and referral services

Employment-related physical examination services
557

Employment-related services
See also Employment counseling
Employment-related physical examination services
Job development services
Job placement and referral services
Manpower development and training services
Vocational counseling
Vocational rehabilitation services
500, 517, 524, 557

Environmental protection and sanitation services
517

Escort services for disabled or older persons
579

Evaluation (personnel)
See Personnel evaluation

Evaluation against standards
538, 542, 564

Evaluation methodology
See also Client impact evaluation
Cost criteria and standards
Criteria and standards
Effectiveness criteria and standards
Evaluation against standards
Evaluation of human service agencies
Evaluation of service system operations
Evaluation via client satisfaction
Legislative priorities
Political value judgments
Priorities
Public priorities
Service accessibility to clients
Service level criteria and standards
Service outcome evaluation
Service system plan evaluation
Subjective evaluation methods
499, 502

Evaluation of client impact
See Client impact evaluation

Evaluation of human service ogencies
502, 535

Evaluation of service system operations
See also Service outcome evaluation
474, 482, 502, 504, 506, 568, 588

Evaluation via client satisfaction
564

Ex-offenders (transitional services)
See Transitional services for ex-offenders

Facilitating client access to service system
See Removal of physical barriers to client access

Facilities and plant operation and management
See Plant facilities operation and management

Families with dependent children
484, 491, 509, 510, 511, 524, 546, 551, 556, 559, 581

Family life education services
510

Family planning counseling services
524

Family planning education services (community)
See Community family planning education services

Family profiles
491, 581

Feasibility studies
See also Feasibility studies re reorganization of existing services
491, 527, 572

Feasibility studies re reorganization of existing services
569

Federal-county government relationships
560

Federal grants/funds for human services
See also CETA grants
Partnership grants
SITO grants
471, 512, 513, 518

Federal-local government relationships
See Federal-county government relationships
Federal-municipal government relationships

Federally funded programs re integrated services
See CETA grants
Partnership grants
SITO grants

Federal-municipal government relationships
560

Federal-nonfederal government/private organization relationships
See Federal-county government relationships
Federal-municipal government relationships
Federal-State government relationships
Federal-substate regional government relationships

Federal noninsurance income supplementation programs
See also Supplemental security income
592, 593

Federal planning
483

Federal-State government relationships
471, 478, 500, 560

Federal-substate regional government relationships
471

Feedback techniques (consumer)
See Consumer feedback techniques

Financial accountability for grants/funds re agency
See Agency accountability for grants/funds

Financial assistance (emergency)
See Emergency services

Financial management (human services agency)
See Human services agency financial management

Financial management procedural constraints
493

Follow-up techniques via consumer feedback
See Consumer feedback techniques

Food and nutrition services
See Nutrition services

Forecasting (social)
See Social forecasting

Forecasting/measurement (agency manpower needs)
See Agency manpower needs measurement/forecasting

Forecasting/measurement (areawide needs)
See Areawide needs measurement forecasting

Forecasting/measurement (areawide utilization)
See Areawide utilization measurement/forecasting

Forecasting/measurement (program-specific needs)
See Program-specific needs measurement/forecasting

Forecasting/measurement (program-specific utilization)
See Program-specific utilization measurement/forecasting

Forecasting/measurement methods (needs)
See Needs measurement/forecasting methods

Forecasting/measurement methods (performance of service system)
See Service system performance measurement/forecasting methods

Foster family care (services re)
See Services re foster family care

Fragmentation re services delivered (reduction of)
See Reduction of fragmentation re services delivered

Funds/grants (agency accountability)
See Agency accountability for grants/funds

Funds/grants for human services (Federal)
See Federal grants/funds for human services

Funds/grants for human services (State)
See State grants/funds for human services

Gaps and shortfalls in services (identification of)
See Identification of service gaps/shortfalls

Geographic accessibility of services
589

Goal setting/policymaking
470, 483, 484, 491, 511, 536, 537, 544, 545, 562, 583

Governance (horizontal)
See Horizontal governance

Governance methods
See Methods of governance

Government grants/funds for human services
See Federal grants/funds for human services

Government role in planning
483, 528, 594

Government service-related organizations
See Councils of governments
County human service agencies
Legislative bodies
Local human service agencies
Local planning agencies
Local service-related agencies
Municipal human service agencies
State human services agencies
State planning agencies
State service-related agencies
Substate regional planning agencies

Grants (CETA)
See CETA grants

Grants (partnership)
See Partnership grants

Grants (SITO)
See SITO grants

Grants/funds (agency accountability)
See Agency accountability for grants/funds

Grants/funds for human services (Federal)
See Federal grants/funds for human services

Grants/funds fro human services (State)
See State grants/funds for human services

Grants to States for services (in Social Security Act)
See Title XX

Group home services
See Mental health halfway house services

Halfway house services
See Mental health halfway house services

Handicapped (mentally)
See Mentally handicapped

Handicapped (physically)
See Physically disabled (long-term/permanent)

Handicapped adults (mentally)
See Mentally handicapped adults

Health delivery services
See also Alcohol abuse services
Community clinic services
Drug abuse services
Emergency mental health services
Employment-related physical examination services
Home nursing services
Inpatient psychiatric services
Inpatient rehabilitation services
Long-term nonhospital, medically related institutional services
Mental health halfway house services
Mental health services
Outpatient health services
Outpatient mental health services
Outpatient rehabilitation services
Therapeutic counseling
490, 517

Health services
See also Alcohol abuse services
Community clinic services
Community family planning education services
Drug abuse services
Emergency mental health services
Employment-related physical examination services
Family planning counseling services
Health delivery services
Home nursing services
Inpatient psychiatric services
Inpatient rehabilitation services
Long-term nonhospital, related

institutional services
Mental health halfway house services
Mental health services
Outpatient health services
Outpatient mental health services
Outpatient rehabilitation services
Public health services
Therapeutic counseling
452, 504, 521, 524, 557,572, 576

Homemaker services
See also Home nursing services
581

Home nursing services
515

Horizontal governance
597

Housing (services re substitute living/residential arrangements)
See Services re substitute living/residential arrangements

Housing assistance services (noninstitutional)
See Noninstitutional housing assistance services

Human relations services (community)
See Community human relations services

Human service agencies (evaluation of)
See Evaluation of human service agencies

Human service agencies (municipal)
See Municipal human service agencies

Human service boards/councils/advisory panels
569

Human service clients by age groups
See Abused children
Child abusers
Educationally disadvantaged adults
Elderly
Emotionally disturbed adults
Emotionally disturbed minors
Families with dependent children
Juvenile delinquents
Mentally handicapped adults
Minority adults
Minority minors
Minors
Neglected children
Retired persons
Runaway minors
Socially disadvantaged adults
Unskilled workers

Human service organizations
See also County human service agencies
Local human service agencies
Municipal human service agencies
State human service agencies
456, 457, 468, 497

Human service-related organizations
See Centralized administrative arrangements
Centralized delivery arrangements
Councils of governments
County human service agencies
Decentralized administrative arrangements
Decentralized delivery arrangements
Human service boards/councils/advisory panels
Human service organizations
Legislative bodies
Local human service agencies
Local planning agencies
Local service-related agencies
Municipal human service agencies
Organizational/administrative arrangements re human services delivery
Service-related educational institutions
State-administered services

State human service agencies
State planning agencies
State service-related agencies
Substate regional planning agencies

Human services agency financial management
See also Agency accountability for grants/funds
Agency accounting/auditing methods
A-95 review authority
CETA grants
Federal grants/funds for human services
Partnership grants
Service system cost accounting
Service system cost auditing
SITO grants
State grants/funds for human services
492

Human services delivery (organizational/administrative arrangements re)
See Organizational/administrative arrangements re human services delivery

Human services delivery systems (State/local legislation/regulations re)
See State/local legislation/regulations re human services delivery systems

Human services planning (organizing for)
See Organizing for human service planning

Identification of providers
580, 599

Identification of service gaps/shortfalls
483, 543

Implementation of reorganization
492, 566

Improved service delivery
490

Income provision services
See also Federal noninsurance income supplementation programs
517, 543

Income supplementation programs
See Federal noninsurance income supplementation programs

Indexes (needs)
See Needs indexes

Indicators (social)
See Social indicators

Indicators research (social)
See Social indicators research

Indigents
462

Individual client needs (coordinated assessment of)
See Coordinated assessment of individual client needs

Information and data systems (computerized)
See Computerized data and information systems

Information and data systems (local)
See Local data and information systems

Information and organization services (community)
See Community information and organization services

Information and referral (client)
See Client referral

Information/data needed for planning
See Data/information needed for planning

Information/data resource inventorying
512, 516, 524, 554

Information management systems
See Management information systems

Information services
547, 580

Information services (community)
See Community information and organization services

Information sharing (plan/program)
See Plan/program information sharing

Information systems (management)
See Management information systems

Innovation transfer
See Transfer of technology

Inpatient hospital services
See Inpatient psychiatric services
Inpatient rehabilitation services

Inpatient psychiatric services
499

Inpatient rehabilitation services
488

Inputs to planning activities
See A-95 review authoriy
Data/information needed for planning
Decisionmaking authority
Identification of providers
Identification of service gaps/shortfalls
Legal authority/mandate
Legislative priorities
Needs indexes
Organizational capabilities/capacity
Planning capabilities/capacity
Political value judgments
Public priorities
Service delivery capabilities/capacity
Social indicators
Statistical data needed for planning

Inservice training
See Personnel development/training

Institutional services
See Inpatient psychiatric services
Inpatient rehabilitation services
Long-term nonhospital medically related institutional services
Mental health halfway house services

Instruments (planning)
See Planning instruments

Integrated services administration (educational programs)
See Educational programs re administration of integrated services

Integration (economic reasons for)
See Economic reasons for services integration

Integration (professional resistance to)
See Professional resistance to integration

Integration-oriented keeping of client records
573, 574

Integrative planning/programming
See also Mandated joint planning
Plan/program information sharing
Voluntary/cooperative joint planning
472, 484, 493, 505, 522, 523, 527, 531, 533, 573, 574, 575, 594, 597

Interagency communication mechanisms
523

Intergovernmental and governmental/private organization relationships
See Federal-county government relationships
Federal-municipal government

relationships
Federal-State government relationships
Federal-substate regional government relationships
State government-municipal government relationships
State government-substate government relationships

Interlevel linkages in government
See Liaison between different levels of government

Intrastate government/private organization relationship
See State government-municipal government relationships
State government-substate government relationships

Inventorying manpower resources
See Manpower resource inventorying

Inventorying methods (resource)
See Resource inventorying methods

Job classification of staff
See Staff job classification

Job development services
557

Job placement and referral services
See also Employment-related physical examination services
Job development services
Manpower development and training services
Vocational rehabilitation services
555

Job-related services
See Employment-related services

Job training services
See Manpower development and training services

Joint assessment of individual client needs
See Coordinated assessment of individual client needs

Joint planning
See Mandated joint planning
Voluntary/cooperative joint planning

Juridical, public safety, and law enforcement services
See Public safety, law enforcement, and juridical services

Juridical services
See Court services to protect children

Jurisdictions (planning)
See Planning jurisdictions

Juvenile delinquents
453, 480, 521, 529, 530, 600

Juvenile probation and parole services
453, 480

Juveniles
See Minors

Juveniles (minority)
See Minority minors

Lack of capabilities/capacity
See Lack of organizational capabilities/capacity
Lack of service delivery capabilities/capacity

Lack of organizational capabilities/capacity
500, 543

Lack of service delivery capabilities/capacity
457, 543

Lateral governance
See Horizontal governance

Law enforcement, public safety, and juridical services
See Public safety, law enforcement, and juridical services

Lawmakers/lawmaking bodies
See Legislative bodies

Legal aid services
See Legal and defense services

Legal and defense services
517, 524

Legal authority/mandate
See also A-95 review authority
Decisionmaking authority
519

Legislation/regulations and federally funded programs re integrated services
See Agency accountability for grants/funds
A-95 review authority
CETA grants
Decisionmaking authority
Legal authority/mandate
Legislative priorities
Partnership grants
SITO grants
Standardization of client eligibility requirements
State/local legislation/regulations re human service delivery systems
TitleXX

Legislation/regulations re integrated services
See Title XX

Legislative bodies
526

Legislative priorities
483

Legislative/regulatory constraints
499

Liaison between different levels of government
567

Linkage methods (direct service)
See Direct service linkage methods

Linkage methods (outreach)
See Outreach linkage methods

Linkages between different levels of government
See Liaison between different levels of government

Living/residential arrangements (services re substitute)
See Services re substitute living/residential arrangements

Local data and information systems
492, 571, 580

Local human service agencies
See also County human service agencies
Municipal human service agencies
523

Local planning
See also County planning
Municipal planning
475, 527, 542

Local planning agencies
475

Local reorganization of human services
569, 571

Local service-related agencies
See also County human service agencies
Local human service agencies
Local planning agencies
Municipal human service agencies
451, 542

Local/State legislation/regulations re human services delivery systems
See State/local legislation/regulations re human services delivery systems

Long-term nonhospital, medically related institutional services
498

Low-income families and persons
See Economically disadvantaged

Low-income workers
595

Management (case)
See Case management

Management (financial procedural constraints)
See Financial management procedural constraints

Management and operation of plant and facilities
See Plant and facilities operation and management

Management by objectives
534, 535

Management information systems
463, 464, 465, 496, 522, 524, 561, 575

Management methods (governance)
See Methods of governance

Management reorganization strategies
468, 492, 497

Management technology re services
See Agency accountability for grants/funds
Agency internal record keeping
Client characteristic data
Client data collection
Client's right to know
Client tracking methods
Computerized data and information systems
Data analysis
Data collection and management
Data sources and access thereto
Decision theory
Demographic data
Economic data
Family profiles
Goal setting/policy making
Horizontal governance
Integration-oriented keeping of client records
Interagency communication mechanisms
Local data and information systems
Management by objectives
Management information systems
Mathematical models
Matrix theory
Methods of governance
Needs indexes
Organizational capabilities/capacity
Planning capabilities/capacity
Planning theory and studies
Problem definition methods
Service delivery capabilities/capacity
Service system cost accounting
Service system cost auditing
Service system models
Simulations
Social indicators
Social indicators research
Statistical data needed for planning
Systems analysis
Transfer of technology
Vertical governance

Mandated joint planning
454

Mandate/legal authority
See Legal authority/mandate

Manpower development and training services
See also Vocational rehabilitation services
462, 482, 504, 533, 540, 555, 557, 566, 585, 595

Manpower needs measurement/forecasting (agency)
See Agency manpower needs measurement/forecasting

Manpower resource inventorying
540

Mathematical analysis
See Data analysis
Decision theory
Mathematical models
Matrix theory
Service system models
Simulations
Systems analysis

Mathematical models
544

Matrix theory
493

MBO
See Management by objectives

Measurement/forecasting and needs assessment methodology
See Agency manpower needs measurement/forecasting
Areawide needs measurement/forecasting
Areawide utilization measurement/forecasting
Manpower resource inventorying
Needs indexes
Needs measurement/forecasting methods
Program-specific needs measurement/forecasting
Program-specific utilization measurement/forecasting
Resource inventorying methods
Service system cost auditing
Service system performance measurement/forecasting methods
Social forecasting

Medical examination re employment
See Employment-related physical examination services

Mental health halfway house services
556

Mental health services
See also Alcohol abuse services
Drug abuse services
Emergency mental health services
Inpatient psychiatric services
Mental health halfway house services
Outpatient mental health services
Therapeutic counseling
451, 488, 499, 503, 517, 531, 543, 564, 570, 574, 586

Mentally disturbed adults
See Emotionally disturbed adults

Mentally disturbed minors
See Emotionally disturbed minors

Mentally handicapped
See also Mentally handicapped adults
458, 459, 460, 461, 463, 464, 465, 512, 519, 552

Mentally handicapped adults
532

Mentally ill
See also Child abusers
Emotionally disturbed adults
Emotionally disturbed minors
519, 552

Methods of evaluation
See Evaluation methodology

Methods of governance
See also Horizontal governance
Interagency communication mechanisms
Management by objectives
Vertical governance
536

Minorities
See Minority adults
Minority minors

Minority adults
446

Minors
See also Abused children
Emotionally disturbed monirs
Juvenile delinquests
Minority minors
Neglected children
Runaway minors
458, 459, 460, 461, 517, 524, 526, 543, 555

Minors (emotionally disturbed)
See Emotionally disturbed minors

Minors (probation and parole services)
See Juvenile probation and parole services

Miscreant adults
See Child abusers

Miscreant minors
See Juvenile delinquents
Runaway minors

Miscreants/delinquents/offenders (alleged or proved)
See Child abusers
Juvenile delinquents
Runaway minors

Models
See Simulations

Models (mathematical)
See Mathematical models

Models (service system)
See Service system models

Movement of clients through service system (determination of manner)
See Client pathway determination

Multiservice centers
See Centralized delivery arrangements

Municipal government-State government relationships
See State government-municipal government relationships

Municipal human service agencies
476, 570, 571

Municipal planning
469, 470, 472, 492, 544, 560, 571

Needs (coordinated assessment client)
See Coordinated assessment of individual client needs

Needs determination (individual client)
See Determination of individual client needs

Needs indexes
550, 567

Needs measurement/forecasting methods
See also Agency manpower needs measurement/forecasting
Areawide needs measurement/forecasting
Needs indexes
Program-specific needs measurement/forecasting
455, 499, 542, 548

Needs prioritizing
See also Resource allocation
481, 489, 537, 548, 550, 568, 583, 599

Neglected children
473, 521, 546

Neighborhood health center services
See Community clinic services

Nonhospital medically related institutional services
See Community clinic services
Employment-related physical examination services
Long-term nonhospital medically related institutional services
Mental health halfway house services

Noninstitutional housing assistance services
517

Nursing services
See Home nursing services

Nutrition services
579

Objective setting
See Goal setting/policy making

Occupational health services
See Employment-related physical examination services

Older persons (escort services for)
See Escort services for disabled or older persons

Older persons (transportation for)
See Transportation for disabled or older persons

Ombudsman services (consumer)
See Consumer complaints processing and investigation

Operation and management of plant and facilities
See Plant and facilities operation and management

Operations research
See Mathematical models

Organizational/administrative arrangements re human services delivery
See also Centralized administrative arrangements
Centralized delivery arrangements
Decentralized administrative arrangements
Decentralized delivery arrangements
State-administered services
456, 457, 468, 472, 476, 493, 497, 500, 513, 514, 515, 521, 528, 536, 563, 576, 597

Organizational capabilities/capacity
See also Service delivery capabilities/capacity
553

Organizational capabilities/capacity (lack of)
See Lack of organizational capabilities/capacity

Organizational coordination methods re delivery
478

Organizational and information services (community)
See Community information and organization services

Organization, coordination, and communication re services delivery
See also Agency/community relationship techniques
Agency internal communication mechanisms
Centralized administrative arrangements
Centralized delivery arrangements
Client referral
Community involvement in agency decisionmaking
Consumer feedback techniques
Coordinated assessment of individual client needs
Decentralized administrative arrangements
Decentralized delivery arrangements
Direct service linkage methods
Feasibility studies re reorganization of existing services
Implementation of reorganization
Interagency communication mechanisms
Local reorganization of human services
Management reorganization strategies
Organizational/administrative arrangements re human services delivery
Organizational coordination methods re delivery

102

Outreach linkage methods
Outreach techniques
Outreach techniques for rural areas
Public education for community acceptance
State-administered services
Statewide reorganization of human services
452, 484, 507, 562

Organization services (community)
See Community organization and development services

Organizing for human service planning
470, 492, 537, 562, 565, 568

Outcome evaluation (service)
See Service outcome evaluation

Outpatient health services
See also Mental health halfway house services
Outpatient mental health services
Outpatient rehabilitation services
543

Outpatient mental health services
See also Therapeutic counseling
Mental health halfway house services
Therapeutic counseling
498, 566, 582

Outpatient rehabilitation services
488

Outreach linkage methods
498

Outreach techniques
See also Outreach techniques for rural areas
498, 579, 582

Outreach techniques for rural areas
487, 590

Outstationing of staff
See Staff outstationing

Parents
See also Families with dependent children
473

Partnership grants
457

Pathway determination (client)
See Client pathway determination

Performance measurement/forecasting methods (re service system)
See Service system performance measurement/forecasting methods

Personnel administration
See also Personnel assignment
Personnel development training
Personnel evaluation
Personnel recruiting
Staff job classification
Staff outstationing
520, 574

Personnel assignment
See also Staff outstationing
488, 498, 582, 584

Personnel development/training
465, 476, 485, 498, 508, 520, 553, 563, 582, 585

Personnel evaluation
520

Personnel linkage methods
See Staff outstationing

Personnel needs measurement/forecasting (agency)
See Agency manpower needs measurement/forecasting

Personnel recruiting
520

Physical barriers to client access (removal of)
See Removal of physical barriers to client access

Physical examination re employment
See Employment-related physical examination services

Physically disabled (long-term/permanent)
458, 459, 460, 461, 512, 524, 590, 591

Physically disadvantaged
See also Physically disabled (long-term/permanent)
517

Placement and referral services (job)
See Job placement and referral services

Placement of volunteers
See Recruitment, training, and placement of volunteers

Plan evaluation (service system)
See Service system plan evaluation

Planned parenthood
See Family planning counseling services

Planning (information/data needed for)
See Data/information needed for planning

Planning agencies
See Local planning agencies
State planning agencies
Substate regional planning agencies

Planning capabilities/capacity
454, 469, 470, 505, 527, 562, 565, 567, 568

Planning for human services
See Administration of human services planning
A-95 review authority
County planning
Data/information needed for planning
Decisionmaking authority
Feasibility studies
Feasibility studies re reorganization of existing services
Federal planning
Goal setting/policy making
Government role in planning
Identification of providers
Identification of service gaps/shortfalls
Integrative planning/programming
Legal authority/mandate
Legislative priorities
Local planning
Mandated joint planning
Municipal planning
Needs indexes
Needs prioritizing
Organizational capabilities/capacity
Organizing for human service palnning
Planning capabilities/capacity
Planning instruments
Planning jurisdictions
Plan/program information sharing
Political value judgments
Public priorities
Resource allocation
Service delivery capabilities/capacity
Social indicators
State planning
Statistical data needed for planning
Substate regional planning
Voluntary/cooperative joint planning

Planning insturments
567

Planning jurisdictions
See also County planning
Federal planning
Local planning
Municipal planning

State planning
Substate regional planning
505

Planning services integration (educational programs re)
See Educational programs re services integration planning

Planning theory and studies
See also Goal setting/policymaking
Problem definition methods
Social indicators research
505, 506, 568, 581

Plan/program information sharing
507

Plan review authority (A-95)
See A-95 review authority

Plant and facilities operation and management
492

Police and juridical services
See Public safety, law enforcement, and juridical services

Policymaking (priorities)
See Legislative priorities

Policymaking bodies
See Legislative bodies

Policymaking/goal setting
See Goal setting/policymaking

Political value judgments
457, 558, 563

Poor people
See Economically disadvantaged

Priorities
See also Public priorities
Legislative priorities
562

Prioritizing needs
See Needs prioritizing

Probation and parole services
See Juvenile probation and parole services

Problem definition methods
470

Procedural constraints
See Delivery

Procedural constraints
See Delivery procedural constraints
Financial management procedural constraints

Processing and investigation (consumer complaints)
See Consumer complaints processing and investigation

Professional resistance to integration
490

Program approval authority
See A-95 review authority

Program effectiveness caused by services integration
See Coordinated assessment of individual client needs
Improved service delivery
Reduction of fragmentation re services delivered
Service accessibility to clients

Programming/planning (intergrative)
See Integrative planning/programming

Program/plan information sharing
See Plan/program information sharing

Program-specific needs measurement/forecasting
481, 483

Program-specific utilization measurement/forecasting
543

Protection from abuse, neglect, or exploitation
See Court services to protect children
Escort services for disabled or older persons
Legal and defense services

Protection services (consumer)
See Consumer protection services

Protective services for children
See Court services to protect children

Protective services for dependent adults
See Escort services for disabled or older persons

Provider reporting requirements
See Service provider reporting requirements

Providers (identification of)
See Identification of providers

Psychiatric services (inpatient)
See Inpatient psychiatric services

Public education for community acceptance
498

Public health nursing services
See Home nursing services

Public health services
See also Community family planning education services
Employment-related physical examination services
Family planning counseling services
Home nursing services
499

Public inputs to planning
See Public priorities

Public priorities
483, 490, 596

Public relations (agency/community techniques)
See Agency/community relationship techniques

Public safety, law enforcement, and juridical services
See also Court services to protect children
Juvenile probation and parole services
Legal and defense services
Transitional services for ex-offenders
Youth correctional services
517

Public transportation services
591

Quality assurance (services)
See Evaluation methodology

Reasons for services integration
See Coordinated assessment of individual client needs
Economic reasons for services integration
Improved service delivery
Reduction of fragmentation re services delivered
Service accessibility to clients

Record keeping (agency internal)
See Agency internal record keeping

Record keeping (integration-oriented keeping of client recrods)
&UTSee Integration-oriented keeping of client records

Recreation and cultural services
517, 524, 579

Recruiting personnel
See Personnel recruiting

Recruitment, training, and placement of volunteers
453, 542

Reduction of fragmentation re services delivered
530, 543

Referral (client)
See Client referral

Referral services (job placement)
See Job placement and referral services

Regional planning (substate)
See Substate regional planning

Regional planning agencies (substate)
See Substate regional planning agencies

Regulatory/legislative constraints
See Legislative/regulatory constraints

Rehabilitation services (inpatient)
See Inpatient rehabilitation services

Rehabilitation services (outpatient)
See Outpatient rehabilitation services

Rehabilitation services (vocational)
See Vocational rehabilitation services

Removal of physical barriers to client access
522

Reorganization (implementation of)
See Implementation of reorganization

Reorganization of human services
See Feasibility studies re reorganization of existing services
Implementation of reorganization
Local reorganization of human services
Management reorganization strategies
Statewide reorganization of human services

Reporting requirements
See Agency accountability for grants/funds

Research re social indicators
See Social indicators research

Residential/substitute living arrangements (services re)
See Services re substitute living/residential arrangements

Resource allocation
455, 458, 459, 460, 461, 483, 513

Resource inventorying methods
See also Information/data resource inventorying
Manpower resource inventorying
487, 525, 599

Retarded persons (mentally)
See Mentally handicapped

Retired persons
598

Review authority (A-95)
See A-95 REVIEW AUTHORITY

Review procedures (case)
See Case review procedures

Right to know (client's)
See Client's right to know

Runaway minors
456

Rural areas (outreach techniques)
See Outreach techniques for rural areas

Sanitation and environmental protection services
See Environmental protection and sanitation services

School services
See Education services

Senior citizens
See Elderly

Senior citizens or disabled persons (transportation)
See Transportation for disabled or older persons

Service accessibility to clients
490

Service delivery (centralized)
See Centralized delivery arrangements

Service delivery (decentralized)
See Decentralized delivery arrangements

Service delivery (improved)
See Improved service delivery

Service delivery (organizational/administrative arrangements re human services delivery)
See Organizational/administrative arrangements re human services delivery

Service delivery (organization, coordination, and communication re)
See Organization, coordination, and communication re services delivery

Service delivery (State/local legislation/regulations re human services delivery systems)
See State/local legislation/regulations re human services delivery systems

Service delivery capabilities/capacity
457, 514, 527, 562

Service delivery capabilities/capacity (lack of)
See Lack of service delivery capabilities/capacity

Service delivery organizations
See Human service organizations

Service follow-up
See Consumer feedback techniques

Service gaps/shortfalls (identification of)
See Identification of service gaps/shortfalls

Service level criteria and standards
496

Service outcome evaluation
477, 494, 495, 501, 503, 538, 577

Service quality assurance services
See Evaluation methodology

Service-related agencies (State)
See State service-related agencies

Service-related educational institutions
507

Services (education)
See Education services

Services (reduction of fragmentation)
See Reduction of fragmentation in services delivered

Services (State-administered)
See State-administered services

Services (types of)
See Types of services

Services integration (economic reasons for)
See Economic reasons for services integration

Services integration methodology
See Client referral
Coordinated assessment of individual client needs
Direct service linkage methods
Integration-oriented keeping of client records
Integrative planning/programming
Liaison between different levels of government

Mandated joint planning
Organizational coordination methods re delivery
Outreach linkage methods
Plan/program information sharing
Staff outstationing
Voluntary/cooperative joint planning

Services integration planning (educational programs re)
See Educational programs re services integration planning

Services Integration Targets of Opportunity grants
See SITO grants

Services re foster family care
581

Services re substitute living/residential arrangements
See also Adoption-related services
Day care services
Inpatient psychiatric services
Inpatient rehabilitation services
Long-term nonhospital medically related institutional services
Mental health halfway house services
Services re foster family care
498, 531, 532, 552, 572

Service system cost accounting
536

Service system cost auditing
513

Service system cost measurement/forecasting
See Service system cost auditing

Service system models
545

Service system operations (evaluation of)
See Evaluation of service system operations

Service system performance measurement/forecasting methods
See also Service system cost auditing
538

Service system plan evaluation
See also A-95 plan evaluation
562

Sharing of plan/program information
See Plan/program information sharing

Shortfalls/gaps in services (identification of)
See Identification of service gaps/shortfalls

Simulations
See also Mathematical models
Service system models
559, 586

SITO grants
522, 588

Social forecasting
490, 548, 578, 587

Social indicators
479, 545, 548, 578, 587

Social indicators research
562, 578, 587

Socially disadvantaged
See Minority adults
Minority minors
Socially disadvantaged adults

Socially disadvantaged adults
See also Minority adults
466

Socially disadvantaged minors
See Minority minors

Social Security Act (grants to States for services)
See Title XX

Sociological constraints
See Professional resistance to integration

Staff administration
See Personnel administration

Staff assignment
See Personnel assignment

Staff development and training services
See Manpower development and training services

Staff development/training
See Personnel development/training

Staff evaluation
See Personnel evaluation

Staffing needs measurement/forecasting (agency)
See Agency manpower needs measurement/forecasting

Staff job classification
490, 582

Staff outstationing
498, 566, 582

Staff recruiting
See Personnel recruiting

Standardization of client eligibility requirements
593

Standards and criteria
See Criteria and standards

Standards and criteria re service level
See Service level criteria and standards

Standards for evaluation
See Evaluation against standards

State-administered services
489, 525

State government-local government relationships
See State government-municipal government relationships

State government-municipal government relationships
571

State government-substate government relationships
567

State grants/funds for human services
518

State human service agencies
474, 484, 489, 512, 528, 531, 550, 554, 561

State/local legislation/regulations re human services delivery systems
526

State planning
454, 470, 484, 528, 565, 583, 594, 597

State service-related agencies
See also State human service agencies
500

Statewide reorganization of human services
505, 594

Statistical data needed for planning
See also Needs indexes
Social indicators
483, 554

Strategies (management reorganization)
See Management reorganization strategies

Street workers
See Staff outstationing

Studies and planning theory
See Planning theory and studies

Subjective evaluation methods
477, 564, 596

Substate government-State government relationships
See State government-substate government relationships

Substate regional planning
567, 599

Substate regional planning agencies
567

Substate regional service-related organizations
See Substate regional planning agencies

Substitute living/residential arrangements (services re)
See Services re substitute living/residential arrangements

Suicide prevention services
See Emergency mental health services

Supplementary education services
See Family life education services

Support services re integration
See Integration-oriented keeping of client records

Systems analysis
541, 588

Technology transfer
See Transfer of technology

Theory and studies (planning)
See Planning theory and studies

Therapeutic counseling
523

Title XX
454, 514, 539, 548, 554, 556, 565, 583

Tracking methods (client)
See Client tracking methods

Training (volunteers)
See Recruitment, training, and placement of volunteers

Training/development of personnel
See Personnel development/training

Training services (manpower)
See Manpower development and training services

Transfer of technology
457

Transitional services for ex-offenders
See also Juvenile probation and parole services
494, 495, 542

Transportation for disabled or older persons
See also Escort services for disabled or older persons
590, 591

Transportation services
See also Escort services for disabled or older persons
Public transportation services
Transportation for disabled or older persons
524

Types of human service clients
See Abused children
Child abusers
Economically disadvantaged
Educationally disadvantaged adults
Elderly
Emotionally disturbed adults
Emotionally disturbed minors
Families with dependent children
Indigents
Juvenile delinquents
Low-income workers
Mentally disadvantaged
Mentally handicapped
Mentally handicapped adults
Mentally ill
Minority adults
Minority minors
Minors
Neglected children
Parents
Physically disabled

(long-term/permanent)
Physically disadvantaged
Retired persons
Runaway minors
Socially disadvantaged adults
Unskilled workers
Victims of crime

Types of services
See also Adoption-related services
Alcohol abuse services
Bilingual services
Community clinic services
Community family planning education sevices
Community human relations services
Community information and organization services
Community organization and development services
Consumer complaints processing and investigation
Consumer protection services
Court services to protect children
Day care services
Drug abuse services
Education services
Emergency mental health services
Emergency services
Employment-related physical examination services
Employment-related services
Environmental protection and sanitation services
Escort services for disabled or older persons
Family life education services
Family planning counseling services
Federal noninsurance income supplementation programs
Health delivery services
Health services
Homemaker services
Home nursing services
Income provision services
Information services
Inpatient psychiatric services
Inpatient rehabilitation services
Job development services
Job placement and referral services
Juvenile probation and parole services
Legal and defense services
Long-term nonhospital medically related institutional services
Manpower development and training services
Mental health halfway house services
Mental health services
Nutrition services
Outpatient health services
Outpatient mental health services
Outpatient rehabilitation services
Public health services
Public safety, law enforcement, and juridical services
Recreation and cultural services
Recruitment, training, and placement of volunteers
Services re foster family care
Services re substitute living/residential arrangements
Therapeutic counseling
Transitional services for ex-offenders
Transportaiton for disabled or older persons
Transportation services
Vocational counseling
Vocational rehabilitation services
Youth correctional services

517

Umbrella agencies (administration)
See Centralized administrative arrangements

Umbrella agencies (delivery)
See Centralized delivery arrangements

Universities and colleges (service-related)
See Service-related educational institutions

Unskilled workers
595

Use indexes
See Utilization indexes

Use measurement/forecasting methods
See Utilization measurement/forecasting methods

Use of consultant services
492

Utilization measurement/forecasting methods
See Areawide utilization measurement/forecasting
Program-specific utilization measurement/forecasting

Value judgments (political)
See Political value judgements

Vertical governance
597

Victims of crime
See also Abused children
523

Vocational counseling
466, 557

Vocational rehabilitation services
557

Vocational training services
See Manpower development and training services

Voluntary/cooperative joint planning
507

Volunteers (recruitment, training, and placement of)
See Recruitment, training, and placement of volunteers

Workers (low-income)
See Low-income workers

Workers (unskilled)
See Unskilled workers

Youth
See Minors

Youth (minority)
See Minority minors

Youth correctional services
See also Juvenile probation and parole services
480, 600

Youth offenders
See Juvenile delinquents

alphabetic list of documents

OCTOBER 1978

451. *Accountability, Autonomy and Human Services Delivery Systems: A Case Study and Theoretical Approach to the Problem*
Barry Sugarman. Montgomery County Mental Health and Mental Retardation Board, Ohio.

452. *Accountability: Its Meaning and Its Relevance to the Health Care Field.*
Stanley J Matek. Orange County Health Planning Council, Tustin, Calif.

453. *Administrative Manual for Juvenile Probation Volunteer Programs.*
Human Systems Inst., Morristown, N.J.

454. *Alternative Approaches to Program Planning Coordination in Social Services Planning. State Experiences and Suggested Approaches in Response to Title XX of the Social Security Act.*
Gerald T. Horton and George J. Corcoran. Research Group, Inc., Atlanta, Ga.

455. *Alternative Needs Assessment Techniques for Virginia. A Handbook.*
Virginia Commission for Children and Youth, Richmond.

456. *Alternative Youth Services to Youth and Family Crisis Centers: A Brief History.*
National Youth Alternatives Project, Inc., Washington, D.C.

457. *Assessing the DHEW Partnership Grants Program: A Study of State and Local Government Capacity Building.*
Martin J. Blank, Sidney L. Gardner, Roslyn D. Kane, James C. King and Steven A. Waldhorn. RJ Associates, Inc., Arlington, Va.

458. *Assessment of Selected Resources for Severely Handicapped Children and Youth. Volume A: A State of the Art Paper.*
Carolyn Stern, Elinor Gollay, Elizabeth A. Boyle, Ruth Freedman and Laura Studen. Abt Associates, Inc., Cambridge, Mass.

459. *Assessment of Selected Resources for Severely Handicapped Children and Youth. Volume C: One Hundred Case Studies of Provider Services.*
Patricia Cook and Elinor Gollay. Abt Associates, Inc., Cambridge, Mass.

460. *Assessment of Selected Resources for Severely Handicapped Children and Youth. Volume D: Data Analysis and Results.*
Donald Muse, Patricia Cook and Elinor Gollay. Abt Associates, Inc., Cambridge, Mass.

461. *Assessment of Selected Resources for Severely Handicapped Children. Volume B: Literature Review.*
Carolyn Stern, Patricia Cook, Elinor Gollay, Elizabeth Boyle and Ruth Freedman. Abt Associates, Inc., Cambridge, Mass.

462. *Attitudes of Professionals Towards the Employment of Indigenous Non-Professionals in Human Service Organizations.*
Joseph Katan. Paul Baerwald School of Social Work, Jerusalem (Israel).

463. *Automated Goal Oriented Medical Records for the Mentally Retarded.*
New York State Dept. of Social Services, Albany.

464. *Automated Goal-Oriented Medical Records for the Mentally Retarded Project.*
Magi Educational Services, Inc., Port Chester, N.Y.

465. *Automated Goal-Oriented Medical Records for the Mentally Retarded Project. Program Highlights.*
Magi Educational Services, Inc., Port Chester, N.Y.

466. *Bilingual Bicultural Delivery of Human Services to Elderly Franco-Americans Through Vocational Education.*
Bangor Community Coll., Maine.

467. *Buffalo Citizens Administrative Service: An Ombudsman Demonstration Project.*
State Univ. of New York at Buffalo. Faculty of Law and Jurisprudence.

468. *Can Change Be Effectively Managed.*
Reginald O York. University of North Carolina at Chapel Hill. School of Social Work.

469. *Capacity of Texas Cities to Manage Social Services: A Report on Capacity – Building Research.*
Texas Municipal League, Austin.

470. *Capacity-Building: Strategies for Providing Assistance.*
Real Estate Research Corp., Chicago, Ill.

471. *Changing Patterns of Federal Aid to State and Local Governments, 1969-75.*
Comptroller General of the United States, Washington, D.C.

472. *Chattanooga, Tennessee, Human Resources Planning Agency. Report for the National League of Cities and U.S. Conference of Mayors.*
Research Group, Inc., Atlanta, Ga.

473. *Child Abuse and Neglect and Protective Intervention in Mercer County, New Jersey: A Parent Interview and Case Record Study.*
Leroy H Pelton. New Jersey State Dept. of Institutions and Agencies, Trenton. Div. of Youth and Family Services.

474. *Child Development Program Evaluation: Its Past, Present and Future.*
Earl D Douglas, Richard J Fiene and Susan S Aronson. Pennsylvania Dept. of Public Welfare, Harrisburg. Bureau of Child Development Programs.

475. *Classifications for Local Government Human Relations Work.*
Charlotte - Mecklenburg Community Relations Com-

mittee, N.C.

476. *Client Pathway Orientation Guide.*
Harold D. Holder. Caseway, Inc., Raleigh, N.C.

477. *Clinical Approach to Program Evaluation.*
Edward M. Glaser and Thomas E. Backer. Human Interaction Research Inst., Los Angeles, Calif.

478. *Coming Together – The Intergovernmental Cooperation Act of 1968: A Survey of State Implementation.*
Council of State Governments, Washington, D.C.

479. *Community Analysis Project. Report No. 1-A.*
Jean E Bedger, Richard Glasser, Peter DeGuire and Delia Zemont. Council for Community Services in Metropolitan Chicago, Ill.

480. *Community Treatment and Social Control. A Critical Analysis of Juvenile Correctional Policy.*
Paul Lerman. Rutgers - The State Univ., New Brunswick, N.J. Dept. of Sociology.

481. *Compendium of Laws and Regulations Requiring Needs Assessment.*
Bruce Zangwill. Office of the Assistant Secretary for Planning and Evaluation (HEW), Washington, D.C.

482. *Comprehensive Employment and Training Act: Impact on People, Places, Programs.*
William Mirengoff and Lester Rindler. National Academy of Sciences, Washington, D.C.

483. *Conditions for Change in the Health Care System.*
Robert Blendon, Merlin DuVal, William M Hiscock, Anthony Robbins and Alonzo Yerby. Robert Wood Johnson Foundation, Princeton, N.J.

484. *Coordinating Services for Children and Families.*
Maine Executive Dept., Augusta. Interdepartmental Children's Team.

485. *Creating the New Profession: The Human Services.*
Stephen C Sunderland. College for Human Services, New York.

486. *Curriculum Essays on Citizens, Politics, and Administration in Urban Neighborhoods.*

487. *Decentralization and the Community Service Center.*
Thomas A Fisher. Dane County Dept. of Social Services, Madison, Wis.

488. *Deinstitutionalization: Accomplishments, Issues and Directions.*
LeRoy P. Levitt. Illinois State Dept. of Mental Health and Developmental Disabilities, Springfield.

489. *Delaware Department of Health and Social Services: Division of State Service Centers Program and Planning Manual.*
Delaware Dept. of Health and Social Services, Dover. Div. of State Service Centers.

490. *Deprofessionalization: An Alternate Hypothesis for the Future.*
Marie R Haug. Case Western Reserve Univ., Cleveland, Ohio.

491. *Developing a Family Impact Statement.*
Sheila B Kamerman. Columbia Univ., New York. Cross - National Studies of Social Service Systems and Family Policy.

492. *Development of a Human Service System-City of Portsmouth: End of Year (FY76) Report.*
Stephen D. Mittenthal. Human Ecology Inst., Wellesley, Mass.

493. *Development of Agency Coordination and Service Integration: The Area-Based Matrix Organization.*
W. Robert Curtis. Social Matrix Research, Inc., Taunton, Mass.

494. *EASE: Employment Assistance and Support for the Ex-Offender: Appendix and Technical Data.*
Sam Castleberry, Nancy Dailey, Cheryl Fuller and Jack Mistead. Texas Dept. of Community Affairs, Austin. Youth Services Div.

495. *EASE: Employment Assistance and Support for the Ex-Offender.*
Sam Castleberry, Nancy Dailey, Cheryl Fuller and Jack Milstead. Texas Dept. of Community Affairs, Austin. Youth Services Div.

496. *Ecological Monitoring Information System (EMIS).*
Richard John Fiene, William J Cardiff and Melvin R Littles. Appalachian Regional Commission, Washington, D.C.

497. *Effecting Internal Change in Human Service Organizations.*
Herman Resnick. Washington Univ., Seattle. School of Social Work.

498. *Effects of Deinstitutionalization on State Hospital Staff: Employee Reactions and Reports.*
Julia Herskowitz and Glen Havumaki. Executive Office of Human Services, Boston, Mass. Taunton Area Service Integration Project.

499. *Emerging Developments in Mental Health Program Evaluation.*
William Neigher, Roni J Hammer and Gerald Landsberg. Community Mental Health Center of Passaic and Clifton of St. Mary's Hospital, Passaic, N.J.

500. *Employment Service: An Institutional Analysis.*
Mark Lincoln Chadwin, John J Mitchell, Edwin C Hargrove and Lawrence M Mead. Urban Inst., Washington, D.C.

501. *EVAL-U-TREAT: A Direct Service, Quality Assurance and Outcome-Oriented Case Reporting Procedure.*
William R Benedict. Lutheran Social Services of Wisconsin and Upper Michigan, Stoughton, Wis.

502. *Evaluating Social Interventions.*
Dennis N Perkins. Michigan Univ., Ann Arbor. Inst. for Social Research.

503. *Evaluation in a Community Mental Health Center: Hillsborough CMHC, Tampa, Florida.*
Laurence Kivens and David C Bolin.

504. *Evaluation of a Home Health Aide Training Program for the Elderly.*
Morgan Lyons and G. Alec Steel. Florida Research Center, Inc., Tallahassee.

505. *Evaluation of Human Services Planning Approaches at State and Local Levels. Volume II.*
Charles C. McClintock. New York State Coll. of Human Ecology, Ithaca. Dept. of Community Service Education.

506. *Evaluation Research: An Assessment of Theory, Practice, and Politics.*
Peter H Rossi and Sonia R Wright. Massachusetts Univ., Amherst. Social and Demographic Research Inst.

507. *Ever Feel Like You're All Alone Trying to Improve the Human Condition. An Assessment of the Memphis State University Human Services CO-OP.*
Laura Ingram. NA

508. *Experimenting Community: A New Curriculum for Human Service Professionals.*
Harry Butler and John Bilorusky. Cleveland State Univ., Ohio. Dept. of Social Service.

509. *Family and Community Impact of Day Care: Preliminary Findings.*
Leta F Myers. Pennsylvania State Univ., University Park. Coll. of Human Development.

510. *Family and the State: Considerations for Social Policy.*
Robert M Moroney. Centre for Studies in Social Policy, London (England).

511. *Family Impact Analysis and Family Policy Advocate: The Process of Analysis.*
Lance R Wilson and Gerald McDonald. Minnesota Univ., Minneapolis. Family Study Center.

512. *Federal Assistance for Programs Serving the Handicapped.*
Department of Health, Education, and Welfare, Washington, D.C. Office for Handicapped Individuals.

513. *Federal Government Should but Doesn't Know the Cost of Administering Its Assistance Programs.*
Comptroller General of the United States, Washington, D.C.

514. *Future for Social Services in the United States.*
John Turner. National Conference on Social Welfare, Columbus, Ohio.

515. *Home Health: The Need for a National Policy to Better Provide for the Elderly.*
Comptroller General of the United States, Washington, D.C.

516. *Human Services Information System. Human Services Working Manual.*
Lehigh Valley Community Council, Bethlehem, Pa. Human Services Committee.

517. *Human Services Inventory: Definitions.*
Melody Marks. Alameda County Social Services Agency, Oakland, Calif.

518. *Impact of Illegal Aliens on Public Assistance Programs: Too Little is Known.*
Comptroller General of the United States, Washington, D.C.

519. *Implementation of the Legal and Constitutional Rights of the Mentally Disabled. Paper Victories and Hard Realities.*
Valerie Bradley and Gary Clarke. Georgetown Univ., Washington, D.C. Health Policy Center.

520. *Innovative Human Resource Management.*
Robert L. Desatnick. Otis Elevator Co., Paris (France). International Div.

521. *Innovative Programming for Children and Youth. The State of the Art.*
Virginia Commission for Children and Youth, Richmond.

522. *Integrated Services Program: Polk/Des Moines, Iowa.*
Kenneth A Riedel and Frances P Zmolek. Iowa State Dept. of Social Services, Des Moines. Polk County Office.

523. *Interagency Service Network to Meet Needs of Rape Victims.*
Grace Hardgrove. Council of Jewish Women of Los Angeles, Calif.

524. *Inventory and Analysis of State Data Sources for Children and Youth: Virginia.*
Virginia Commission for Children and Youth, Richmond.

525. *Inventory of State Administered Human Service Programs.*
Maryland Dept. of State Planning, Baltimore.

526. *Inventory of Virginia Legislation Affecting Children and Youth: 1977. With Analyses of Selected Sections of the Juvenile Code.*
Virginia Commission for Children and Youth, Richmond.

527. *Joint Local State Comprehensive Human Service Planning and Delivery in Virginia. Volume I: The Role of Localities in the Delivery of Integrated Human Services: Virginia's Pilot Programs.*
Crichton Armstrong, Joy Margrave, Linda Mays, Ann Wiesenburg and Charles Brooks. Virginia Div. of State Planning and Community Affairs, Richmond.

528. *Joint Local State Comprehensive Human Service Planning in Virginia. Volume II: The Role of the State in the Delivery of Human Services: Documentation of Traditional Forms and Variances.*
Crichton Armstrong, Joy Margrave, Linda Mays, Ann Wiesenburg and Charles Brooks. Virginia Div. of State Planning and Community Affairs, Richmond.

529. *Juvenile Alien Borderlands Conference.*
Israel Cuellar, Nancy Dailey, Sam Castleberry, Jack Milstead and Cheryl Fuller. Texas Dept. of Community Affairs, Austin. Youth Services Div.

530. *Juvenile Justice and Youth Services in Missouri: A Proposal for Transition.*
Missouri Law Enforcement Assistance Council, Jefferson City.

531. *Kansas Plan for Helping Persons Remain in or Return to Their Homes or Communities: Revised Reintegration Handbook.*
Kansas State Dept. of Social and Rehabilitation Services, Topeka.

532. *Life Styles of Aging Retardates Living in Community Settings in Ohio.*
Sara Finn Kriger. Psychologia Metrika, Columbus, Ohio.

533. *Linking Youth Service Systems: An Approach to Integrated Programming.*
William W Keller, Rudi A Leonardi and Lynn G Smith. National Office for Social Responsibility, Arlington, Va.

534. *Management By Objectives in a Hospital Social Service Unit.*
Robert M Spano and Sander H Lund. Minnesota Univ., Minneapolis. Univ. Hospitals. Social Service Dept.

535. *Management by Objectives in Government: Theory and Practice.*
Jong S. Jun. California State Univ., Hayward.

536. *Management in Social Welfare.*
Eileen Brennan. Kansas Univ., Lawrence. School of Social Welfare.

537. *Managing the Public Service Institution.*
Peter F. Drucker. New York Univ. Graduate School of Business Administration.

538. *Measuring Effectiveness of Specific Title XX Services: A Microdata Sampling Approach.*
Northwest Federation for Human Services, Boise, Idaho.

539. *Meeting Human Needs: The Social and Political History of Title XX.*
Paul E Mott. Mott-McDonald Associates, Inc., Washington, D.C.

540. *Mega-Proposal: Comprehensive HEW Simplification and Reform. Capacity Building: Development and Deployment of Skilled Manpower.*

541. *Mental Health: Systems and Nonsystems.*
Frederick Hayes-Roth, Richard Longabaugh and Ralph Ryback. Rand Corp., Santa Monica, Calif.

542. *Methodology for the Evaluation of Ex-Offender Projects.*
Arlene Brummer, Maria Pedrajo, Mary Keating and Sherry Weber. Metropolitan Dade County Criminal Justice Planning Unit, Miami, Fla. Planning and Evaluation Section.

543. *Missing Links in the Human Services Nonsystem.*
Edith A. Leopold and Lawrence Schein. Pennsylvania Univ., Philadelphia. Dept. of Community Medicine.

544. *Model for Evaluation of Alternative Welfare Policies in New York City.*
Georges Vernez and Gerard Blais. New York City - Rand Inst.

545. *Models for Indicator Development: A Framework for Policy Analysis.*
Harvey A. Garn, Michael J. Flax, Michael Springer and Jeremy B. Taylor. Urban Inst., Washington, D.C.

546. *Multidisciplinary/Multiagency Approaches to Child Abuse and Neglect. Implications for Practitioners.*
Lorraine T Fowler. Wisconsin Univ. - Milwaukee. Midwest Parent - Child Welfare Resource Center.

547. *Natural Helping Networks: A Strategy for Prevention.*
Alice H Collins and Diane L Pancoast.

548. *Needs Assessment: A Critical Perspective.*
Wayne A. Kimmel. Office of the Assistant Secretary for Planning and Evaluation (HEW), Washington, D.C. Office of Program Systems.

549. *Needs Assessment of Human Problems Experienced by DHRS Clients: 1977.*
Florida State Dept. of Health and Rehabilitative Services, Tallahassee. Systematic Needs Assessment Project.

550. *Needs Assessment of Human Problems Experienced by Florida Residents: 1977.*
Florida State Dept. of Health and Rehabilitative Services, Tallahassee. Systematic Needs Assessment Project.

551. *New Resource for Welfare Reform: The Poor Themselves.*
Hope Hughes Pressman. Oregon Univ., Eugene. Office of Development.

552. *'Normalization' and Related Concepts: Words and Ambiguities.*
Leopold Lippman. New York Univ. Medical Center, N.Y.

553. *Organizational Strategy, Performance, and Management Technology.*
E. S Savas. Columbia Univ., New York. Graduate School of Business.

554. *Overview of the Bureau for Social Services Information System.*
Kentucky State Dept. for Human Resources, Frankfort. Center for Program Development.

555. *Overview of Youth Employment Programming.*
Michael Campbell. Texas Dept. of Community Affairs, Austin. Youth Services Div.

556. *Personal and Family Counseling Under Title XX (Twenty): Problems and Promises.*
Allan A Bloom. Family Service - Travelers Aid Association of Wake County, Raleigh, N.C.

557. *Physical Rehabilitation and Employment of AFDC Recipients.*
Daphne A Roe. New York State Coll. of Human Ecology. Div. of Nutritional Sciences.

558. *Politics of Social Services.*
Jeffry H Galper. Temple Univ., Philadelphia, Pa. School of Social Administration.

559. *Poor Need Services Too.*
Brett A Seabury. Michigan Univ., Ann Arbor. School of Social Work.

560. *Pragmatic Federalism: The Reassignment of Functional Responsibility.*
Joseph F Zimmerman. State Univ. of New York at Albany. Graduate School of Public Affairs.

561. *Problems and Principles in the Development of Management Information Systems.*
Charles W Cobb. Connecticut Dept. of Mental Health, Hartford. Information Systems Div.

562. *Proceedings on Social Service Research Workshop.*
Public Technology, Inc., Washington, D.C.

563. *Professionalization, Community Action and the Growth of Social Service Bureaucracies.*
Peter Leonard. National Inst. for Social Work, London (England).

564. *Program Evaluation for Mental Health: Methods, Strategies, and Participants.*
Robert D Coursey, Gerry A Specter, Stanley A Murrell and Barbara Hunt. Maryland Univ., College Park. Dept. of Psychology.

565. *Program Guideline for a Plan Format for Title XX Social Service Planning.*
Research Group, Inc., Atlanta, Ga.

566. *Psychiatric Hospital Employee: A Resource for Social Change.*
Julia Herskowitz and W. Robert Curtis. Executive Office of Human Services, Boston, Mass. Taunton Area Service Integration Project.

567. *Regional Human Resource Development Project. Phase II Report.*
Greater South Texas Cultural Basin Commission, Austin.

568. *Research Techniques for Program Planning, Monitoring, and Evaluation.*
Irwin Epstein and Tony Tripodi.

569. *Review of Options Available and Final Committee Recommendations to the Chemung County Legislature.*
United Community Services of Chemung County, Inc., Elmira, N.Y. Chemung County Human Services Committee.

570. *Role of a Community Mental Health Center in Developing Services to the Aging: The Older Adult Project.*
Anthony F Santore and Herbert Diamond. West Philadelphia Community Mental Health Consortium, Inc., Pa.

571. *Roles of Cities in Human Services.*
PROJECT SHARE (HEW), Rockville, Md.

572. *Self-Help in the Human Services.*
Alan Gartner and Frank Riessman. City Coll., New York. Center for Advanced Study in Education.

573. *Service Integration for Deinstitutionalization Project: Methods and Procedures Manual.*
Virginia Dept. of Mental Health and Mental Retardation, Richmond. Service Integration for Deinstitutionalization Project.

574. *Service Integration for Deinstitutionalization Project: Office Procedures Manual.*
Virginia Dept. of Mental Health and Mental Retardation, Richmond. Service Integration for Deinstitutionalization Project.

575. *Service Integration Research Project.*
W. Robert Curtis. Taunton Area Associates for Human Services, Inc., Mass.

576. *Social Components of Physical and Mental Health Services.*
Robert Morris. National Conference on Social Welfare, Columbus, Ohio.

577. *Social Context of Evaluation Research: A Case Study.*
Adeline Levine and Murray Levine. State Univ. of New York at Buffalo.

578. *Social, Economic and Health Indicators of Florida.*
Florida State Dept. of Health and Rehabilitative Services, Tallahassee. Systematic Needs Assessment Project.

579. *Social Service Definitions for Title VII of the Older Americans Act.*
New England Gerontology Center, Durham, N.H.

580. *Social Services Inventory. Service Listing. City of San Antonio.*
San Antonio Dept. of Human Resources and Services, Tex.

581. *Social Work, Social Welfare, and the American Family.*
Ronald A Feldman. George Warren Brown School of Social Work, St. Louis, Mo.

582. *Staffing Patterns in a Community-Based Mental Health Program Following Deinstitutionalization of a State Hospital Unit.*
Julia Herskowitz and Diane Muellner. Executive Office of Human Services, Boston, Mass. Taunton Area Service Integration Project.

583. *Suggested Improvements to the State Planning System Under Title XX.*
Research Group, Inc., Atlanta, Ga.

584. *Summary of Nine Studies of Employees During a Phase Down of Their Hospital Unit.*
Julia Herskowitz. Executive Office of Human Services, Boston, Mass. Taunton Area Service Integration Project.

585. *Supervision, Consultation, and Staff Training in the Helping Professions.*
Florence Whiteman Kaslow, Paul A Abels, Gene H Abroms, Stanley L Brodsky and Erich Coche. Hahnemann Medical Coll. and Hospital, Philadelphia, Pa. Dept. of Mental Health Science.

586. *Support Systems and Community Mental Health. Lectures on Concept Development.*
Gerald Caplan.

587. *Syracuse Social Indicator Study. Part II: Preliminary Analysis of Social Conditions and Human Services Delivery.*
Byron Marshall, Alan Ross and Kevin Walek. Syracuse Office of Federal and State Aid Coordination, N.Y. Syracuse/Onondaga County Services Integration Project (SIP).

588. *System Approach to Human Services Integration.*
Stephen D Mittenthal. Human Ecology Inst., Wellesley, Mass.

589. *Systematic Needs Assessment Project: Geographic Display.*
Florida State Dept. of Health and Rehabilitative Services, Tallahassee. Systematic Needs Assessment Project.

590. *Transportation Disadvantaged in Maryland.*
William Houck, Wendy Bailey, Carol Baker, Calvin Blinder and Gay Gross. Maryland Dept. of State Planning, Baltimore. Human Services Planning and Coordination Project.

591. *Transportation Needs of the Mobility Limited.*
Richard M. Michaels and N. Sue Weiler. Illinois Univ. at Chicago Circle. Dept. of Systems Engineering.

592. *Treatment of Resources in a Reformed Welfare System.*
Michigan State Dept. of Social Services, Lansing.

593. *Treatment of Resources in a Reformed Welfare System. Appendices.*
Michigan State Dept. of Social Services, Lansing.

594. *Two Views on Services Integration: Bertram S. Brown and Reubin Askew.*
Susan Salasin.

595. *User's View of the Work Incentive Program.*
Charles Garvin. Michigan Univ., Ann Arbor. School of Social Work.

597. *What Follows Services Integration. Simulated Decentralized State Organizations Delivering Comprehensive Human Services. Edition Number Four.*
W. Robert Curtis. Social Matrix Research, Inc., Taun-

ton, Mass.

598. *Words on Aging. A Bibliography of Selected Annotated References Compiled for the Administration on Aging. By the Department Library.*
Dorothy M. Jones. Department of Health, Education, and Welfare, Washington, D.C. Dept. Library.

599. *Workshop on Human Service Needs Assessment and Service Inventory for the Greater South Texas Cultural Basin Commission.*
Research Group, Inc., Atlanta, Ga.

600. *Youth Service Bureau Experience in Santa Clara County-Lessons for Planning of Multi-Service Centers.*
Frances Munroe and Ken Holland. Santa Clara County Executive's Office, San Jose, Calif.

JANUARY 1978

1. *Administration for the Human Services. An Introductory Programmed Text.*
   Walter H. Ehlers, Michael J. Austin, and Jon C. Prothero. Florida State Univ., Tallahassee.
2. *Administration of Mental Health Services.*
   Saul Feldman. National Inst. of Mental Health, Rockville, Md.
3. *Administrative Reform, Technology, and Intra-Organizational Power: Computers and Management Control in Local Government.*
   William H. Dutton and Kenneth L. Kraemer. California Univ., Irvine. Public Policy Research Organization.
4. *Advocacy for Child Mental Health.*
   Irvin N. Berlin. Washington Univ., Seattle. Div. of Child Psychiatry.
5. *Advocacy/Ombudsman Study.*
   Minnesota State Dept. of Administration, St. Paul. Office of Human Services.
6. *All Aboard the Grantsmanship. A Bibliography on Government and Foundation Grants and Proposal Writing.*
   Debbie Barlett and Tom Martin. Monmouth County Social Services Library, Freehold, N.J.
7. *Alternate Routes: A Diversion Project in the Juvenile Justice System.*
   G. Ronald Gilbert. Federal Executive Inst., Washington, D.C.
8. *Analysis of Federal Regulations Related to Aging: Legislative Barriers to Coordination under Title III.*
   Theodore R. Marmor, Elizabeth Ann Kutza, William Stewart, and Mary Jo Lucas. Chicago Univ., Ill. School of Social Service Administration.
9. *Analysis of State Practices Regarding Confidentiality of CHSS Data Collection and Principles for Model State Legislation.*
   Moshman Associates, Inc., Bethesda, Md.
10. *Approaches to Budgeting and Cost Analysis.*
11. *Assessment Project Reports. Part I: Planning.*
    Pat Barrett. United Way of America, Alexandria, Va. Government Affairs and Finance Div.
12. *Assessment Project Reports. Part II: Donations and Contracts.*
    Pat Barrett. United Way of America, Alexandria, Va. Government Affairs and Finance Div.
13. *Assessment Project Reports. Part III: Eligibility and Client Characteristics.*
    United Way of America, Alexandria, Va.
14. *Audit-Proof Contracting for Federal Money for Children's Services.*
    William C. Copeland. Seneca Corp., Minneapolis, Minn.
15. *Building Citizen Support in Texas Cities. A Handbook for City Officials on Public Information and Citizen Participation.*
    Texas Municipal League, Austin.
16. *CETA Title I Proposal Rating System: Adult Programs.*
    Juan F. Lopez, Paul Tellex, and Robert L. Bloom. Oakland Dept. of Manpower Development Programs, Calif. Planning, Evaluation and Research Unit.
17. *Career Development Program in Global Community Health: Report on Component I$EMStatus of the Program.*
    Case Western Reserve Univ., Cleveland, Ohio. Dept. of Organization and Administration.
18. *Case Against Evaluation (With Some Suggestions for Improvement).*
    Jack Zusman and Raymond Bissonette. State Univ. of New York at Buffalo. Dept. of Psychiatry.
19. *Child Abuse Intervention: Prescriptive Package.*
    Arnold Schuchter. Boston Univ., Mass. Center for Community Resource Development.
20. *Children's Needs Assessment Handbook.*
    Education Commission of the States, Denver, Colo. Early Childhhod Project.
21. *City of Santa Barbara Social Services Plan.*
    Santa Barbara City Council, Calif.
22. *Combining Alcohol and Drug Programs at the State and Community Levels.*
    William F. Griglak. Indiana State Dept. of Mental Health, Indianapolis. Div. of Addiction Services.
23. *Community Analysis Project. Report No. 1: Chicago Problems Analysis.*
    Jean E. Bedger, Richard Glasser, Chong Whan Kim, Delia Zemont, and Patricia Prindiville. Council for Community Services in Metropolitan Chicago, Ill.
24. *Community Capacity Building for Youth Development. Progres report, June 1975-Dec. 1976.*
    Center for Action Research, Inc., Boulder, Colo.
25. *Community Living Arrangements for the Mentally Ill and Disabled: Issues and Options for Public Policy. Proceedings of a working conference.*
26. *Community Social Indicators: From Analytical Models to Policy Applications.*
    Terry Nichols Clark. Chicago Univ., Ill. Dept. of Sociology.
27. *Comparative Consumer Survey on Human Services for American Indians in North Dakota Final report.*
    Michael Taylor. American Indian Development, Inc., Denver, Colo.
28. *Comparative Study of the Interorganizational Relationship between Mental Health and Retardation Boards and Boards of Prime Service Delivery Agencies in Ohio: A Study of Conflict. Thesis.*
    Margot E. Wegner. Case Western Reserve Univ., Cleveland, Ohio. School of Applied Social Sciences.
29. *Comprehensive Care to the Elderly. Annotated Bibliography.*
    George Ybarra, Stephanie Lee Amsden, Deirdre Harris, and Lana Norwood. Texas Univ. at Austin. Center for Social Work Research.
30. *Comprehensive Community Services Program. Final Progress Report. 1 Apr. 74-31 Oct. 74.*
    Berrien County Dept. of Social Services, Benton Harbor, Mich.
31. *Comprehensive Long Range Master Plan for the*

Prevention, Treatment, and Control of Juvenile Delinquency in Arkansas: A Systems Approach to Youth Services. Final Report.
Arkansas State Dept. of Social and Rehabilitative Services, Little Rock. Youth Services Planning Program.

32. *Comprehensive Long Range Master Plan for the Prevention, Treatment, and Control of Juvenile Delinquency in Arkansas: A Systems Approach To Youth Services. First Year Document$EMPhase I.*
Arkansas State Dept. of Social and Rehabilitative Services, Little Rock. Youth Services Planning.

33. *Comprehensive Program for the Elderly in Rural Areas.*
Suzannah Chandler. National Council on the Aging, Inc., Washington, D.C.

34. *Confidentiality$EMProserving Modes of Access to Files and to Interfile Exchange for Useful Statistical Analysis.*
Donald T. Campbell, Robert F. Boruch, Richard D. Schwartz, and Joseph Steinberg. Northwestern Univ., Evanston, Ill. Dept of Psychology.

35. *Consumer Access Study.*
Minnesota State Dept. of Administration, St. Paul. Office of Human Services.

36. *Cooperative Research and Development Experiment: Evaluation Status and Planning.*
Marcia L. Grad and Joseph Halpern. Denver University, Colo. Center for Social Research and Development.

37. *Coordinating Human Services in Metropolitan Toronto.*

38. *Coordination of Supportive Programs for Vocational Education Students in Metropolitan Areas. Institute IV. Final Report.*

39. *Coordination of Supportive Services for Vocational Education Students in Rural Areas. Institute I. Final Report.*
Robert E. Norton, Denver B. Hutson, and John A. Rolloff. Arkansas Univ., Fayetteville. Dept. of Vocational Education.

40. *Coordination of Supportive Programs for Vocational Education Students in Western Metropolitan Areas. Institute IV. Final Report.*
Carl R. Bartel. Arizona State Univ., Tempe.

41. *Coping with the Demands for Change within Human Services Administration. Issues: Case Studies and Workshop Proceedings.*
Robert Agranoff. Northern Illinois Univ., DeKalb. Center for Governmental Studies.

42. *Day Care in Northeastern Illinois.*
Northeastern Illinois Planning Commission, Chicago.

43. *Design and Methodology Criteria for Program Evaluation.*
Richard Steiner. School of Social Welfare. State Univ. of New York at Albany.

44. *Developing Community Services for Alcoholics: Some Beginning Principles.*
National Inst. on Alcohol Abuse and Alcoholism, Rockville, Md.

45. *Developing Day Care for Older People.*
Helen Padula. Maryland Dept. of Health and Mental Hygiene, Baltimore. Services to the Aged.

46. *Development of Interagency Cooperation.*
John D. Aram and William E. Stratton. Case Western Reserve Univ., Cleveland, Ohio.

47. *Diffusion of Innovations in Municipal Governments. Final Report.*
Irwin Feller, Donald C. Menzel, and Lee Ann Kozak. Pennsylvania State Univ., University Park. Dept. of Economics.

48. *Dynamics of Human Service Delivery.*
Gilbert Levin, Deborah S. Kligler, Jack F. Wilder, Edward B. Roberts, and Gary B. Hirsch. Albert Einstein Coll. of Medicine, Bronx, N.Y. Dept. of Psychiatry.

49. *Economic Security and Health and Social Services. A Strategy for Change in State Government. Report to the Minnesota Legislature.*
Minnesota State Dept. of Administration, St. Paul. Office of Human Services.

50. *Encyclopedia of Selected Federal and State Authorizations for Services and Benefits in Massachusetts.*
Massachusetts Executive Office for Administration and Finance, Boston. Office of Federal/State Resources.

51. *Enhancing Interagency Collaboration in Drug Rehabilitation. A Consultation Manual.*
Zvi Feine, Thomas Beall, Debra Bogdan, Gary Katz, and Mary Foye. Virginia Dept. of Mental Health and Mental Retardation, Richmond. Bureau of Drug Rehabilitation.

52. *Environmental/Socioeconomic Data Sources.*
John Kavaliunas. Center for Census Use Studies, Washington, D.C.

53. *Evaluating Information and Referral Services for the Homebound Elderly. A Comparison of Telephone and Peer Contact Systems. Final Report.*
Robert J. Newcomer. San Diego County Dept. of Human Services, Calif. Planning and Evaluation Div.

54. *Evaluation of Experimental Social Service Delivery Systems at the Community Level: An Organizational Effectiveness View.*
Winford E. Holland and Harrison H. Huntoon. Houston Univ., Tex. Dept. of Behavioral Management Science.

55. *Evaluation of Human Care Services Programs.*
San Diego Dept. of Human Resources, Calif. Research and Evaluation Section.

56. *Evaluation of State and Local Programs: A Primer.*
Gay MacGregor and Arthur St. George. New Mexico State Planning Office, Santa Fe.

57. *Evaluation of State Laws Regulating Confidentiality of Health Data Systems. Final Report.*
Moshman Associates, Inc., Bethesda, Md.

58. *Evaluation Research: Possibilities and Limitations.*
Shirley S. Angrist. Carnegie-Mellon Univ., Pittsburgh, Pa. School of Urban and Public Affairs.

59. *Family Planning Services Provided to AFDC Recipients in Michigan, January June 1974.*
Reginald Carter and Cathy Neli. Michigan State

Dept. of Social Services, Lansing.

60. *Family Services Agencies and Mental Health Clinics. A Comparative Study.*
William G. Hill, Joseph B. Lehmann, and Elizabeth J. Slotkin. Family Service Association of America, New York.

61. *Finding Federal Money for Children's Services.*
William C. Copeland. Seneca Corp., Minneapolis, Minn.

62. *Framework for Organization Assessment.*
Andrew van de Ven. Wharton School of Finance and Commerce, Philadelphia, Pa.

63. *Framework for the Future: Plan for Children and Family Services.*
Illinois State Dept. of Children and Family Services, Springfield.

64. *Games Agencies Play. Enhancing Interagency Collaboration in Drug Rehabilitation.*
Thomas Beall and Mary Foye. Virginia Dept. of Mental Health and Mental Retardation, Richmond. Bureau of Drug Rehabilitation.

65. *General Revenue Sharing and the States.*
Linda Brown. League of Women Voters Education Fund, Washington, D.C.

66. *Generation and Utilization of Social Data.*
Norman M. Bradburn. Chicago Univ., Ill.

67. *Goal Attainment Scaling as a Program Evaluation Measure in Rehabilitation.*
Don L. Goodyear and James A. Bitter. California State Univ., Fresno.

68. *Guide to Advocacy for Area Planners in Aging.*
John Tropman, Armand Lauffer, and William Lawrence. Michigan Univ., Ann Arbor. Project TAP.

69. *Guidelines for an Integrated Impact Assessment Procedure.*
Duncan and Jones, Berkeley, Calif.

70. *Homemaker$EMHome Health Aide Services to the Mentally Ill and Emotionally Disturbed: A Monograph.*
Violet M. Sieder and Charlotte J. Calif. National Council for Homemaker$EMHome Health Aide Services, Inc., New York.

71. *How To Do It: A Handbook for Concepts and Techniques for Evaluation and Planning. Volume 1: Concepts, MIS and Statistics.*
Robert F. Minnehan, Robert A. Wilson, and Norfleet W. Rives. Delaware Univ., Newark. Div. of Urban Affairs.

72. *Human Service Decentralization: A National Overview.*
Department of Metropolitan Development, Indianapolis, Ind. Div. of Planning and Zoning.

73. *Human Service Development: Working Together in the Community.*
James R. Shimkus and James P. Winship. Georgia Univ., Athens. School of Social Work.

74. *Human Services: Fear of Trying.*

74. *Human Services and Higher Education: Business as Usual or New Directions. Final Conference Proceedings.*

76. *Human Services in Minnesota: Delivery Systems in Local Government. Human Services Act Recommendations. Report to the Minnesota Legislature.*
Minnesota State Dept. of Administration, St. Paul. Office of Human Services.

77. *Human Services Systems.*
Donald F. Muhich. Children's Hospital of Los Angeles, Calif. Youth Involvement Program.

78. *Human Services Trends in the Mid-1970s.*
Harold W. Demone and Herbert C. Schulberg. Harvard Medical School, Boston, Mass. Dept. of Psychiatry.

79. *Improving Mental Health and Human Services for Hispanic Communities. Selected Presentations from Regional Conferences.*
Amado M. Padilla and Eligio R. Padilla. National Coalition of Hispanic Mental Health and Human Services Organizations, Washington, D.C.

80. *Information and Referral Services: Evaluation Design for a Network Demonstration.*
Nicholas Long and Leslie Yonce. InterStudy, Minneapolis, Minn.

81. *Illustrating Services Integration from Categorical Bases.*
Gerald T. Horton, Victoria M. Carr, and George J. Corcoran.

82. *Impact of Integration of Mental Health Service and Comprehensive Medical Care.*
William S. Kogan, Jack R. Brown, Harold F. Newman, and Donovan J. Thompson. Group Health Cooperative of Puget Sound, Seattle, Wash.

83. *Integrated Services Delivery System: Confidentiality Requirements.*
Wandless Associates, Kansas City, Mo.

84. *Integrated Services Delivery System: Service Coordination Handbook.*
Wandless Associates, Kansas City, Mo.

85. *Integrating Human Services. An Evaluation of the Jackson County Integrated Human Services Delivery Project.*
John B. Amadio. Jackson County Health Dept., Murphysboro, Ill.

86. *Integration of Agency Services into a Multi-Disability Vocational Services Program.*
Evansville Association for the Blind, Ind.

87. *Inter-Agency Collaboration in Drug Rehabilitation.*
Zvi Feine, Debra Bogdan, Penelope Johnston, Thomas F. Updike, and Patricia Kelley. Virginia Dept. of Mental Health and Mental Retardation, Richmond. Bureau of Drug Rehabilitation.

88. *Interagency Coordination and Purchase of Service Agreements: A Study of a Public-Private Dilemma. Dissertation.*
Jerry Lynn Randolph. Utah Univ., Salt Lake City. Graduate School of Social Work.

89. *Interface Teams as an Integrating Agent In Mental Health Services.*
Raquel E. Cohen. Harvard Medical School, Boston, Mass. Dept. of Psychiatry.

90. *Interorganizational Network as a Political Economy.*
J. Kenneth Benson. Missouri Univ.-Columbia. Dept. of Sociology.

91. *Interrelationships of Benefit Programs for the Elderly.*
Urban Inst., Washington, D.C.

92. *Intersystem Action Planning: Criminal and Noncriminal Justice Agencies.*
Jim L. Munro. Kentucky Univ., Lexington.

93. *Intersystems Relations and Coordination of Human Service Organizations.*
Frank Baker and Gregory O'Brien. Harvard Medical School, Boston, Mass.

94. *Introduction to Cost Benefit Analysis of the Vocational Rehabilitation Program: A Model for Use by State Agencies.*
Richard Dodson and Charles B. Cole. California Univ., Berkeley. Inst. of Urban and Regional Development.

95. *Introduction to Program Evaluation.*
Jack L. Franklin and Jean H. Thrasher. North Carolina Dept. of Human Resources, Raleigh.

96. *Leon County Service Identification System.*
Florida State Dept. of Health and Rehabilitative Services, Tallahassee. State Day Care Management Project.

97. *Local Government Participation in A-95: Project Notification and Review System.*
Department of Housing and Urban Development, Washington, D.C.

98. *Local Participation in Social Services.*
National League of Cities/U.S. Conference of Mayors, Inc., Washington, D.C.

99. *Management Game for Social Services.*
Anthony S. Hall and Jimmy Algie. National Inst. for Social Work, London (England)

100. *Managing Human Services.*
Wayne F. Anderson, Michael J. Murphy, and Bernard J. Frieden. Advisory Commission on Intergovernmental Relations, Washington D.C.

101. *Manpower Program Rating System: CETA Title I.*
Juan F. Lopez, Paul Tellez, Cora M. Tellez, and Robert L. Bloom. Oakland Dept. of Manpower Development Programs, Calif. Planning, Evaluation and Research Unit.

102. *Mental Health Consultation Service to Neighborhood Organizations in an Inner City Area.*
Saul Scheidlinger, Ann Sarcka, and Helen Mendes. Lincoln Community Mental Health Center, Bronx, N.Y.

103. *Mental Health Information Systems: Design and Implementation.*
David J. Kupfer, John A. Nelson, and Michael Levine. Pittsburgh Univ., Pa. Western Psychiatric Inst.

104. *Mobile Consultation: An Integrative Approach to Mental Health Service to Children.*
Lee E. Townsel, Hans H. Stroo, and John Irving. Children's Mental Health Center, Inc., Columbus, Ohio. East Central Branch.

105. *Model Social Service Record System: An Introduction to Manual Use.*
Wandless Associates, Kansas City, Mo.

106. *Multi-Purpose Senior Center. A Model Community Action Program.*
National Council on the Aging, Inc., Washington, D.C.

107. *Obtaining Federal Money for Children's Services.*
William C. Copeland. Seneca Corp., Minneapolis, Minn.

108. *On the Nature, Formation, and Maintenance of Relations Among Organizations.*
Andrew van de Ven. Wharton School of Finance and Commerce, Philadelphia, Pa.

109. *Operational Model for a CETA Youth Program.*
Juan F. Lopez, Paul Tellez, Cora M. Tellez, and Robert L. Bloom. Oakland Dept. of Manpower Development Programs, Calif. Planning, Evaluation and Research Unit.

110. *Out of the Ivory Tower: A University's Approach to Delinquency Prevention. The Adolescent Diversion Project$EMUrbana and Champaign, Illinois. An Exemplary Project.*
Richard Ku and Carol Holliday Blew. Abt Associates, Inc., Washington, D.C.

111. *PASS 3: A Method for the Quantitative Evaluation of Human Services. Field Manual Edition Number Three.*
Wolf Wolfensberger and Linda Gleen. Crainford (Leonard) Associates Ltd., Toronto (Ontario).

112. *PASS 3: A Method for the Quantitative Evaluation of Human Services. Handbook Edition Number Three.*
Wolf Wolfensberger and Linda Gleen. Crainford (Leonard) Associates Ltd., Toronto (Ontario).

113. *Participatory Governance: A Model for Shared Decision Making.*
Sidney Hirsch and Lawrence C. Shulman. Veterans Administration Hospital, New York.

114. *Partnership Program in HEW.*
Department of Health, Education, and Welfare, Washington, D.C. Div. of Intergovernmental Systems.

115. *Personal Care Organization: An Approach to the Maintenance of the Disabled in the Community.*
Francis G. Caro. Community Services Society of New York.

116. *Pigeonholing Social Services: A Diagnosis and Assessment. Occasional paper.*
Karen S. Haynes and Alvin L. Sallee. Texas Univ. at Austin. Center for Social Work Research.

117. *Planning for Creative Change in Mental Health Services: A Manual on Research Utilization for Researchers, for Consultants, for Administrators/Practitioners.*
National Inst. of Mental Health, Rockville, Md.

118. *Practice of Continuing Education in the Human Services.*
Armand Lauffer. Michigan Univ., Ann Arbor.

119. *Preliminary Chart of Accounts for County Agencies and Development of Uniform Accounting and Reporting Practices. Human Services Financial Reporting.*
Minnesota State Dept. of Administration, St. Paul. Office of Human Services.

120. *Private/Public Resources Expansion Project, State of Connecticut. Exemplary Project Validation Project.*

Abt Associates, Inc., Cambridge, Mass.

121. *Proceedings from the Information and Referral Rountable.*

122. *Program and Management Review of the New York City Agency for Child Development.*
Social and Rehabilitation Service, New York. Region II.

123. *Program Effectiveness Project. Final Report.*
Pam Zagaria, Mike Miller, and Leona Jones. Community Planning Organization, Inc., St. Paul, Minn.

124. *Program Evaluation within California State Agencies: An Assessment.*
Ross F. Conner, Judy B. Rosener, and Edward C. Weeks. California Univ., Irvine.

125. *Proposed Measurement Design for a Microdata Sampling System. Technical Summary.*
Northwest Federation for Human Services, Boise, Idaho.

126. *Putting Social Indicators to Work. Annotated bibliography.*
California State Office of Planning and Research, Sacramento.

127. *Report on Priorities Planning Project for 43 Human Services.*
Council of Community Services, Nashville, Tenn.

128. *Report on Study of Priorities for the Allocation of Voluntary Health and Welfare Dollars Among 32 Services.*
Council of Community Services, Nashville, Tenn.

129. *Revenue Sharing: Citizen Participation and Social Service Aspects.*
Richard L. Cole. George Washington Univ., Washington, D.C.

130. *Serving the Urban Elderly: Strategies for Mayors.*
United States Conference of Mayors, Washington, D.C. Task Force on Aging.

131. *Social Change Index Study Project. Final Report.*
Council of Community Services, Inc., Providence, R.I.

132. *Social Element Planning in California.*
League of California Cities, Sacramento.

133. *Social Services: Do They Help Welfare Recipients Achieve Self-Support or Reduced Dependency?*
Comptroller General of the United States, Washington, D.C.

134. *Social Work Continuing Education Yearbook, 1974-1975: Management in the Human Services.*
Michael J. Kelly and Michael L. Lauderdale. Texas Univ. at Austin. Graduate School of Social Work.

135. *Some Approaches and Problems in the Study of the Use of Services$EMAn Overview.*
John B. McKinlay. Boston Univ., Mass.

136. *Stalking the Large Green Grant: A Fund Raising Manual for Youth Serving Agencies.*
Ingrid Utech. National Youth Alternatives Project, Washington, D.C.

137. *State-Local Cooperative Purchasing Program for Texas.*
Texas Advisory Commission on Intergovernmental Relations, Austin.

138. *Study of Child Abuse in Vanderburgh County, Indiana. 1971-1974.*

Comprehensive Health Planning Council of Southwestern Indiana, Evansville.

139. *Substance Abuse in Oregon: Identifying Potential Clientele, Problem Trends and Service Related Needs. Technical Report.*
Charles Froland. Oregon State Mental Health Div., Salem, Management Support Services.

140. *System for Planning and Achieving Comprehensive Health Care in Residential Institutions for the Mentally Retarded.*
Harold A. Decker. Arkansas Univ., Little Rock. Dept. of Pediatrics.

141. *Systematic Crisis Intervention in an Urban Society. Occasional paper.*
Jack Otis. Texas Univ. at Austin. School of Social Work.

142. *Systems Analysis and Welfare Reform: A Case Study of the Family Assistance Plan.*
James R. Storey. Joint Economic Committee, Washington, D.C. Subcommittee on Fiscal Policy.

143. *Training Program for Pathway Operators.*
Toni Clifton, Debbie Fessler, Lula B. Holland, and Harold D. Holder. Human Ecology Inst., Raleigh, N.C.

144. *Unemployment Insurance and Public Welfare: Reform and Coordination.*
James C. Corman. Committee on Ways and Means (U.S. House).

145. *Urban Indicators: Their Role in Planning.*
Darwin G. Stuart. Barton - Aschman Associates, Chicago, Ill.

146. *Use of Program Data in Continuing Needs Assessment.*
Thomas H. Logan. Wisconsin Univ.-Madison. Dept. of Urban and Regional Planning.

147. *VOX-Vital Opinion Cross-Tabulation. An Objective Process for Comprehensively Evaluating Current, Local Socio-Economic Conditions, Needs, and Opinions.*
J. Holden. North Coast Opportunities, Inc., Ukiah, Calif.

148. *Who Should Benefit: Streamlining Social Benefit Programs. Volume 1: Narrative.*
Illinois Bureau of the Budget, Springfield.

149. *Who Should Benefit. Streamlining Social Benefit Programs. Volume 2: Appendix.*
Illinois Bureau of the Budget, Springfield.

150. *Youth Opportunity Coordinator Project.*
Florida Div. of Family Services, Jacksonville.

APRIL 1978

151. *Access Assessment Methodology.*
Jerry Horovitz. Santa Clara County Needs Assessment Project, San Jose, Calif.

152. *Accounting Methods for Local Governments in Texas.*
Larry Gene Pointer. Texas A and M Univ., College Station. Center for Urban Programs.

153. *Administrator and Social Agency Evaluation.*
Marilyn A. Biggerstaff. University of Southern California, Los Angeles. School of Social Work.

154. *Assessing Service Delivery Methods: Some Unsettled Questions.*
Neil Gilbert. California Univ., Berkeley. School of Social Welfare.

155. *Assessment of SPAARS.*
Mountain Plains Federal Regional Council. Denver, Colo.

156. *Assessment of SPAARS. Individual State Project Descriptions. Part II.*
Office of the Assistant Secretary for Planning and Evaluation (HEW), Washington, D.C. Office of Social Services and Human Development.

157. *Assessment Project Reports. Part IV: Services Management.*
Pat Barrett. United Way of America, Alexandria, Va. Government and Labor Movement Relations Div.

158. *Assessment Project Reports. Part V: Financial Analysis.*
Pat Barrett. United Way of America, Alexandria, Va. Government and Labor Movement Relations Div.

159. *Automated Information Systems in Public Policymaking.*
Rob Kling. California Univ., Irvine. Public Policy Research Organization.

160. *Basic Planning Manual.*
Research Group, Inc., Atlanta, Ga.

161. *Brockton Multi-Service Center Community Audit.*
Brockton Area Human Resources Group, Inc., Mass.

162. *Brockton Multi-Service Center: Data Unit Operations Guide.*
James R. Collins. Brockton Area Human Resources Group, Inc., Mass.

163. *Building Social Service Evaluation Capacity. Final Report.*
New Jersey State Dept. of Institutions and Agencies, Trenton. Div. of Youth and Family Services.

164. *Caltrans Public Participation Program: An Evaluation and Some Recommendations.*
Judy B. Rosener. California Univ., Irvine. Graduate School of Administration.

165. *Can the City Be Operated as a System.*
Bowers and Associates, Reston, Va.

166. *Catalog of Federal Youth Programs.*
Lawrence Johnson and Associates, Inc., Washington, D.C.

167. *CETA and Youth: Programs for Cities.*
National League of Cities/U.S. Conference of Mayors, Inc. Washington, D.C.

168. *Child Abuse and Neglect: Model Legislation for the States.*
Education Commission of the States, Denver, Colo. Early Childhood Project.

169. *Children's Cause.*
Gilbert Y. Steiner and Pauline H. Milius. Brookings Institution, Washington, D.C. Governmental Studies Program.

170. *Children's Services in California. Intergovernmental Issues in Human Services Delivery.*
Urban Management Consultants of San Francisco, Inc., Calif.

171. *Closing the Gaps: Strategies for Technical Assistance.*
Portland State Univ., Oreg. Inst. on Aging.

172. *Community Corrections: A Reader.*
Burt Galaway, C. David Hollister, and Joe Hudson. Minnesota Univ., Duluth. School of Social Development.

173. *Community Development: The Workings of a Federal-Local Block Grant. The Intergovernmental Grant System: An Assessment and Proposed Policies.*
Advisory Commission on Intergovernmental Relations, Washington, D.C.

174. *Comparative Program Analysis of the Use and Selected Aspects of a Categorical System.*
Sheldon R. Gelman. Pennsylvania State Univ., University Park. Center for Human Services Development.

175. *Comprehensive Employment and Training Act: Early Readings from a Hybrid Block Grant. The Intergovernmental Grant System: An Assessment and Proposed Policies.*
Advisory Commission on Intergovernmental Relations, Washington, D.C.

176. *Comprehensive Services to Rural Poor Families: An Evaluation of the Arizona Job Colleges Program.*
Keith Baker, Myfanway Glasso, Donald R. Goyette, and C. Freemont Sprague. Office of the Assistant Secretary for Planning and Evaluation (HEW), Washington, D.C.

177. *Conceptual Framework for Evaluating Human Service Delivery Systems.*
Andrew L. Selig. British Columbia Univ., Vancouver. Dept. of Psychiatry.

178. *Coordinated Community Approach to Physical Education and Recreation for the Handicapped. Final Report.*
New York State Dept. of Education, Albany. Div. for Handicapped Children.

179. *Coordinating Social Services: An Analysis of Community, Organizational, and Staff Characteristics.*
Neil Gilbert and Harry Specht. California Univ., Berkeley. School of Social Welfare.

180. *Coordinating Transportation for the Elderly and Handicapped. A State of the Art Report.*
Institute of Public Administration, Washington, D.C.

181. *Coordination of Services for the Mentally Retarded: A Comparison of Five Community Efforts.*

M. Aiken, R. Dewar, N. Ditomaso, J. Hage, and G. Fitz. Wisconsin Univ., Madison.

182. *Costs of Homemaker-Home Health Aide and Alternative Forms of Service. A Survey of the Literature.*
Nancy Robinson, Eugene Shinn, Ester Adam, and Florence Moore. National Council for Homemaker-Home Health Aide Services, Inc., New York.

183. *Deinstitutionalization-Delinquent Children.*
Jeffrey Koshel. Urban Inst., Washington, D.C.

184. *Deinstitutionalization-Dependent and Neglected Children.*
Jeffrey Koshel. Urban Inst., Washington, D.C.

185. *Design of a Program to Evaluate the Impact of Welfare Reform on the Elderly Poor. Final Report.*
Ronald E. Fine, Lois M. Anderson, Earl Hokenson, Leonard Bower, and Janet Triplett. InterStudy, Minneapolis, Minn.

186. *Developing and Using a Work Plan for Aging.*
Robert F. Minnehan.

187. *Developing Generic Capability through Welfare Services Integration: Concepts, Alternatives, Limitations.*
Robert A. Pitts.

188. *Diversion Program for Juvenile Offenders.*
William S. Davidson, Edward Seidman, Julian Rappaport, Philip L. Berck, and Warren Rhodes. Michigan State Univ., East Lansing. Dept. of Psychology.

189. *Economic Assistance Program Plan-Dakota County, Minnesota.*
Dakota County Planning Dept., Hastings, Minn.

190. *Economics of Local Public Service Consolidation.*
Thomas G. Cowing and A. G. Holtmann. State Univ. of New York at Binghamton. Dept. of Economics.

191. *Evaluation and Development of a Multi-Service Delivery System for the City of Richmond. Final Report.*
Center for Public Management, Potomac, Md.

192. *Evaluation of Social Services to the Elderly in the Pilot City Area of Minneapolis. A 1115 Demonstration Project.*
Joseph B. Murphy, Lynn A. Evans, Lanny J. Morrison, Donna M. Rortvedt, and Mary M. Winikaitis. Institute for Interdisciplinary Studies, Minneapolis, Minn.

193. *Evaluation Studies: Review Annual Volume 2.*
Marcia Guttentag and Shalom Saar. Harvard Univ., Cambridge, Mass. Graduate School of Education.

194. *Experimental Program for Increasing the Use of Technology in Local Government Units in Oklahoma: Evaluation Status and Planning.*
Marcia L. Grad and Joseph Halpern. Denver Univ., Colo. Center for Social Research and Development.

195. *Experimental Urban Technology System: Evaluation Status and Planning.*
Dewitt John, Gale Whitenneck, and Joseph Halpern. Denver Univ., Colo. Center for Social Research and Development.

196. *Explorations in Competency Module Development. Re-Linking Higher Education and the Human Services.*
Robert Agranoff, Walter Fisher, Joseph Mehr, and Philip Truckenbrod. Northern Illinois Univ., DeKalb. Center for Governmental Studies.

197. *Factors Involved in the Transfer of Innovations: A Summary and Organization of the Literature.*
Real Estate Research Corp., Chicago, Ill.

198. *Family Planning and Sex Education for the Developmentally Disabled: A Plan to Provide Services to Persons with Mental Retardation.*
Los Angeles Regional Family Planning Council, Inc., Calif. Mental Retardation Project.

199. *Federal Coordinative Strategies.*
Elizabeth A. Defay, A. Catherine Higgs, Robert G. Bruce, Peter J. Ottomano, and George J. Corcoran. National Inst. for Advanced Studies, Washington, D.C.

200. *Federal Grants: Their Effects on State-Local Expenditures, Employment Levels, Wage Rates. The Intergovernmental Grant System: An Assessment and Proposed Policies.*
Advisory Commission on Intergovernmental Relations, Washington, D.C.

201. *Federal Laboratory Validation Experiment: Evaluation Status and Planning.*
Louis F. Cicchinelli and Joseph Halpern. Denver Univ., Colo. Center for Social Research and Development.

202. *Fee Schedules and Social Services. Working paper.*
Terence F. Kelly. Urban Inst., Washington, D.C.

203. *Generalists in Human-Service Systems: Their Problems and Prospects.*
Mark R. Yessian and Anthony Broskowski. Suffolk Univ., Boston, Mass.

204. *Guide for the Development of Multi-purpose Senior Centers in the Atlanta Region.*
Atlanta Regional Commission, Ga.

205. *Health and Human Services Programs in State Departments of Human Resources. Annotated bibliography.*
Marsha A. Preble. Linton and Co., Inc., Washington, D.C.

206. *Health Planning in Multifunctional Regional Councils: Baltimore and Houston Experience.*
Jonathan P. West. Houston Univ., Tex. Dept. of Political Science.

207. *Housing Management: Social Services Coordination and Referral-interagency Council.*
Hawaii State Housing Authority, Honolulu.

208. *Human Resources Management Information System Plan.*
District of Columbia Dept. of Human Resources, Washington.

209. *Human Services and Needs Assessment Capacity Building Project: General Report. An Integrated Approach to Human Service Planning, Delivery, and Resource Allocation.*
Samuel P. Rutland. Santa Clara County Needs Assessment Project, San Jose, Calif.

210. *Human Services Budget, 1976.*
Dakota County Planning Dept., Hastings, Minn.

211. *Human Services in North Carolina: Perceptions on Adequacy, Quality, and Priorities.*

Sagar C. Jain, Pathe S. Vivekananthan, and Laurel F. Gooch. North Carolina Univ. at Chapel Hill. Dept. of Health Administration.

212. *Human Services in Rural New England. A Creative Analysis. of the Obstacles.*
New England Municipal Center, Durham, N.H.

213. *Implementation of an Effective Computer System.*
Elliott R. Rubin Jewish Family Service of Philadelphia, Pa.

214. *Improving Federal Grants Management. The Intergovernmental Grant System: An Assessment and Proposed Policies.*
Advisory Commission on Intergovernmental Relations, Washington, D.C.

215. *Independent Representation for the Abused and Neglected Child: The Guardian Ad Litem.*
Brian G. Fraser. Colorado Univ., Denver. Dept. of Pediatrics.

216. *Index for the Measurement of Effectiveness and Its Use in the Comparative Evaluation of Two Social Service Delivery Systems.*
Stuart H. Mann. Pennsylvania State Univ., University Park. Coll. of Human Development.

217. *Individualized Approach To the Problems of Poverty and Dependency. Final Report.*
California State Dept. of Rehabilitation, Sacramento.

218. *Individualized Approach to the Problems of Poverty and Dependency. Appendix.*
California State Dept. of Rehabilitation, Sacramento.

219. *Information and Referral Resources for the Elderly in the Atlanta Region.*
Atlanta Regional Commission, Ga.

220. *Integration of Human Services in HEW. An Evaluation of Services Integration Projects. Volume II.*
Marshall Kaplan, Gans, and Kahn, San Francisco, Calif.

221. *Interagency Linkages in Vocational Rehabilitation. Annotated Bibliography.*
Edward C. Baumheier and Henry H. Welch. Denver Univ., Colo. Regional Rehabilitation Research Inst.

222. *Interagency Linkages in Vocational Rehabilitation.*
Edward C. Baumheier, Henry H. Welch, and Cynthia C. Cook. Denver Univ., Colo. Regional Rehabilitation Research Inst.

223. *Intergovernmental Grant System as Seen by Local, State, and Federal Officials. The Intergovernmental Grant System: An Assessment and Proposed Policies.*
Advisory Commission on Intergovernmental Relations, Washington, D.C.

224 *Interstate Regional Planning Agencies in the United States. A Comprehensive Study of Their Problems and Potentials.*
Research Group, Inc., Atlanta, Ga.

225. *Intraorganizational Influences on the Supervisory Functions of Professional Social Workers.*
George R. Thomas. Georgia Univ., Athens. Regional Inst. for Social Welfare Research.

226. *Issues in Integrating Workers' Compensation with Other Programs for the Disabled.*
Ronald E. Fine and John D. Huss. Fine Associates, Inc., Minneapolis, Minn.

227. *Legal and Administrative Impediments to Cooperation Between Local Sponsors of WIN and CETA Programs.*
James L. Feldesman. Boasberg, Hewes, Klores and Kass, Washington, D.C.

228. *Legal Services and Community Mental Health Centers.*
Henry Weihofen. New Mexico Univ., Albuquerque. School of Law.

229. *Legislative Staff: The Equalizer in State Government. State Legislative Capacity-Building Through Scientific and Professional Staff. Final Report.*
Guy Dwight Spiesman and Gary Dean Hulshoff.

230. *Look at Child Abuse.*
National Committee for Prevention of Child Abuse, Chicago, Ill.

231. *Lower East Side Family Union. Annual Report.*
Lower East Side Family Union, Inc., New York.

232. *Massachusetts Commission for the Blind: Needs Assessment Study.*
Massachusetts Commission for the Blind, Boston.

233. *Mental Health Program Plan-Dakota County, Minnesota.*
Dakota County Planning Dept., Hastings, Minn.

234. *Mental Retardation Program Plan-Dakota County, Minnesota.*
Dakota County Planning Dept., Hastings, Minn.

235. *Methodology for Systems Analysis in the Human Resources Development Subsystem, Phase 1.0, Systems Analysis Initial Task Completion Report.*
Saint Paul, Minn. USAC Project.

236. *National Standards for Information and Referral Services.*
Alliance of Information and Referral Services, Inc., Phoenix, Ariz.

237. *Nationwide Demonstration Program. Volume II: Transfer Activities. Final Report.*
Oklahoma State Dept. of Institutions, Social and Rehabilitative Services, Oklahoma City.

238. *Needs Assessment: An Exploratory Critique.*
Kristine Varenais. Office of the Assistant Secretary for Planning and Evaluation (HEW), Washington, D.C.

239. *Neighborhood Governments and Service Provision.*
Joseph F. Zimmerman. State Univ. of New York at Albany. Graduate School of Public Affairs.

240. *Office of Human Services. Final Report.*
Minnesota State Dept. of Administration, St. Paul. Office of Human Services.

241. *Orientation of Entry Level Employees to an Agency of Human Services. Dissertation.*
Lenore Whitman McNeer. Massachusetts Univ.-Amherst. Graduate School.

242. *Partnership for Health Act: Lessons from a Pioneering Block Grant. The Intergovernmental Grant System: An Assessment and Proposed Policies.*
Advisory Commission on Intergovernmental Relations, Washington, D.C.

243. *People Approach: Nine Strategies for Citizen Volunteer Involvement.*
Ivan H. Scheier. National Information Center on Volunteerism, Boulder, Colo.

244. *Plan for Elderly and Handicapped Transportation Service Improvements in the Atlanta Region.*
Peat, Marwick, Mitchell and Co., Atlanta, Ga.

245. *Planning Department Policy Study on the Organization of Human Services in Dakota County, Minnesota.*
Dakota County Planning Dept., Hastings, Minn.

246. *Planning Programming Budgeting Systems and Social Welfare.*
Edward E. Schwartz. Chicago Univ., Ill. School of Social Service Administration.

247. *Policy Paper: A New Look at Public Planning for Human Services.*
Edward Newman and Harold W. Demone. Bureau of the Budget, Washington, D.C.

248. *Politics of Mental Health: Organizing Community Mental Health in Metropolitan Areas.*
Robert H. Commery, Charles H. Blackstrom, David R. Deener, Julian R. Friedman, and Morton Kroll. Columbia Univ., New York.

249. *Politics of Poor Relief: A Study in Ambiguities.*
Matthew Holden. Wisconsin Univ. Madison. Dept. of Political Science.

250. *Politics of Social Program Evaluation.*
David K. Banner, Samuel I. Doctors, and Andrew C. Gordon. New Brunswick Univ., Fredericton. School of Administration.

251. *Preliminary Results: DYFS Manpower Study.*
Steven Goldfarb, Mark Wickley, and Michael Tomaszewicz. New Jersey State Dept. of Institutions and Agencies, Trenton. Div. of Youth and Family Services.

252. *Proceedings of the Workshop on Privacy and Confidentiality.*
Moshman Associates, Inc., Washington, D.C.

253. *Process Documentation: The Development of Social Indicators and Selection of the Project Demonstration Area.*
Memphis Human Services Div., Tenn. Memphis-Shelby County Human Services Partnership Project.

254. *Process for the Development of New Human Service Programs: A Guide for Human Service Agencies.*
Association of Minnesota Counties, St. Paul. Minnesota Counties Research Foundation.

255. *Productivity and Human Services.*
Curtis P. McLaughlin. North Carolina Univ. at Chapel Hill. School of Business Administration.

256. *Program Development: A Manual for Organizational Self-Study.*
Judith Blanton and Sam Alley. Social Action Research Center, Berkeley, Calif.

257. *Program Evaluation as a Manifestation of the Ethics, Power, and Ability of the Administrator.*
Arthur L. Arnold.. New York State Dept. of Mental Hygiene, Albany. Office of Evaluation and Inspection.

258. *Program Information and Evaluation System. Final Report.*
Oregon Dept. of Human Resources, Salem.

259. *Program Planning Process for Dakota County.*
Dakota County Planning Dept., Hastings, Minn.

260. *Proposed System for State of Maryland Human Services Planning. Volume 1.*
Research Group, Inc., Atlanta, Atlanta, Ga.

261. *Proposed System for State of Maryland Human Services Planning. Volume II. Technical Appendices.*
Research Group, Inc., Atlanta, Ga.

262. *Proposed System for State of Maryland Human Services Planning. Volume III: Planning Work Program, July 1974-December 1975.*
Research Group, Inc., Atlanta, Ga.

263. *Providing Human Services to the Elderly.*
PROJECT SHARE (HEW), Rockville, Md.

264. *Public Expenditure Analysis: With Special Reference to Human Resources.*
Elchanan Cohn. Pennsylvania State Univ., University Park. Dept. of Economics.

265. *Public Expenditure and Policy Analysis. Edition Number Two.*
Robert H. Haveman and Julius Margolis. Wisconsin Univ. Madison.

266. *Quantitative Aspects of Social Service Coordination Efforts: Is More Better.*
Neil Gilbert and Harry Specht. California Univ., Berkeley. School of Social Welfare.

267. *Reaching Out: A Series on Aging in the Heart of Texas.*
Lynn Pearson. Heart of Texas Council of Governments, Waco. Area Agency on Aging.

268. *Regional Approach to Research and Technology Utilization: Evaluation Status and Planning.*
Louis F. Cicchinelli and Joseph Halpern. Denver Univ., Colo. Center for Social Research and Development.

269. *Resource Materials for Community Mental Health Program Evaluation. Edition Number Two.*
William A. Hargreaves, C. Clifford Attkisson, and James E. Sorensen. Langley Porter Neurospsychiatric Inst., San Francisco, Calif.

270. *Role of the North York Inter-Agency Council.*
Robert C. Shaw. Dellcrest Children's Centre, Downsview (Ontario).

271. *Rural Human Services: A Perspective on New England.*
James O. Ortiz. Department of Health, Education, and Welfare, Boston, Mass.

272. *Santa Clara County Service Identification System.*
Santa Clara County Needs Assessment Project. San Jose, Calif.

273. *Seattle Model Neighborhood Planning Project.*
Washington State Dept. of Public Assistance, Olympia.

274. *Service-Integrating Model for Deinstitutionalization.*
William E. Datel and Jane G. Murphy. Virginia Service Integration for Deinstitutionalization Project, Richmond, Va.

275. *Service Management System: City of Palo Alto-*

Handbook.
Palo Alto Budget and Staff Services Dept., Calif. Service Management System.

276. *Social Impact Report Concept Paper.*
Rory Robinson. Carpinteria Community Services Dept., Calif.

277. *Social Service Planning Factors: Time and Cost Analyses of Factors Important in Planning for the Provision of Social Services.*
Franklin E. White. Denver Univ., Colo. Denver Research Inst.

278. *Social Services and Cable TV.*
Peg Kay and Stanley Gerendasy. Cable Television Information Center, Peoria, Ill.

279. *State Government Productivity: The Environment for Improvement.*
State Univ. of New York at Albany. Graduate School of Public Affairs.

280. *Stimulating Technology Applications and Utilization of Smaller Units of Local Government: Evaluation Status and Planning.*
Louis F. Cicchinelli and Joseph Halpern. Denver Univ., Colo. Center for Social Research and Development.

281. *Study of the Differences in the Administrative Profiles of Social Welfare Programs of Seven States.*
James M. Croushorn. Southeast Inst. for Human Resources Development, Inc., Atlanta, Ga.

282. *Summary Report: Experimental Research and Development Incentives Program. Evaluation Status and Planning.*
Louis F. Cicchinelli and Marcia L. Grad. Denver Univ., Colo. Center for Social Research and Development.

283. *System Description: Analyzing Relations Among Organizations Serving Youth.*
Grant Johnson. Center for Action Research, Inc., Boulder, Colo.

284. *Telecommunications for Metropolitan Areas: Near-Term Needs and Opportunities.*
National Research Council, Washington, D.C. Committee on Telecommunications.

285. *Test Procedures for Evaluation of the Operational Human Services System.*
Lee Mandell, Deborah S. Gilbert, and Clara M. Matthews. Human Ecology Inst., Raleigh, N.C.

286. *Time and Cost Analysis Series. Volume I: Preparing for a Time Analysis.*
Family Service Association of America, New York. Dept. of Systems and Statistics.

287. *Time and Cost Analysis Series. Volume II: Selecting Services, Service Elements, and Activities.*
Family Service Association of America, New York. Dept. of Systems and Statistics.

288. *Time and Cost Analysis Series. Volume III: Detailed Instructions for a Time Analysis.*
Family Service Association of America, New York. Dept. of Systems and Statistics.

289. *Time and Cost Analysis Series. Volume IV: Using the Results of a Time Analysis.*
Family Service Association of America, New York. Dept. of Systems and Statistics.

290. *Title XX Child Day Care: Client Information and Referral Survey.*
Florida Dept. of Health and Rehabilitative Services, Tallahassee. State Day Care Management Project.

291. *Training Manual: Information and Referral-Forms and Procedures.*
Florida State Dept. of Health and Rehabilitative Services, Tallahassee. State Day Care Management Project.

292. *Transportation for Elderly, Disadvantaged, and Handicapped People in Rural Areas.*
Transportation Research Board, Washington, D.C.

293. *Trends in Mental Health Services Coordination.*
Project SHARE (HEW) Rockville Md.

294. *Uncontrollable Spending for Social Services Grants.*
Martha Derthick. Brookings Institution, Washington, D.C. Governmental Studies Program.

295. *Validity Issues in Evaluative Research.*
Ilene N. Bernstein. Indiana Univ. at Bloomington.

296. *Vocational Rehabilitation and Public Welfare.*
Melissa Miller. Chicago Univ., Ill.

297. *Voluntary Cooperation Among Local Human Services Agencies in Needs Assessment and Planning Activities: A Working Guide for Human Service Agencies.*
Association of Minnesota Counties, St. Paul. Minnesota Counties Research Foundation.

298. *Volunteer Training and Development: A Manual.*
Anne K. Stenzel and Helen M. Feeney. Mount Mercy Coll., Cedar Rapids, Iowa. Dept. of Social Work.

299. *Why Information Systems Fail.*
Henry C. Lucas. New York Univ., N.Y. Graduate School of Business Administration.

300. *Why Innovations Falter and Fail: A Study of 200 Cases (Federal Incentives for Innovation).*
Summer Myers and Eldon E. Sweezy. Institute of Public Administration, New York.

JULY 1978

301. *Achieving Accountability in the Delivery of Human Services by Means of: Case Management, Service Provision Reporting, Service Outcome Assessment. Volume 11.*
Dolores Delahanty, Jeanne Frank, Linda Newcome and Mary Jane Sharaba. Human Services Coordination Alliance, Inc., Louisville, Ky.

302. *Administrative Justice in Social Welfare Programs.*
George Hoshino. Minnesota Univ., Minneapolis. School of Social Work.

303. *Adoption-Related Literature.*
Robert J. Ambrosino, Charles C. Bradley and Bobbi L. Kamil. Welfare Research, Inc., Albany, N.Y.

304. *Analysis of Welfare Program Administration in Colorado: A Case for Administrative Centralization at the State Level.*
Raymond Anthony Shapek. Colorado Univ., Boulder. Dept. of Political Science.

305. *Approach to the Evaluation of Planning.*
Texas Univ. at Arlington, Inst. of Urban Studies.

306. *Assessing the Quality of Life as People Experience It.*
Frank M. Andrews and Stephen B. Withey. Michigan Univ., Ann Arbor. Inst. for Social Research.

307. *Assessment of State and Local Government Evaluation Practices. An Evaluation Unit Profile: Development of Productivity Measurement Systems for State Government, Office of the Governor, State of Washington.*
Ann V. Kraetzer. Denver Univ., Colo. Center for Social Research and Development.

308. *Assessment of State and Local Government Evaluation Practices. An Evaluation Unit Profile: Joint Legislative Audit and Review Commission, Commonwealth of Virginia.*
Ann V. Kraetzer. Denver Univ., Colo. Center for Social Research and Development.

309. *Assessment of State and Local Government Evaluation Practices. An Evaluation Unit Profile: Office of Evaluation, Florida Department of Health and Rehabilitative Services, Tallahassee, Florida.*
Gale G. Whiteneck. Denver Univ., Colo. Center for Social Research and Development.

310. *Assessment of State and Local Government Evaluation Practices. An Evaluation Unit Profile: Office of Research and Program Evaluation, Human Resources Administration, New York, New York.*
Louis F. Cicchinelli. Denver Univ., Colo. Center for Social Research and Development.

311. *Assessment of State and Local Government Evaluation Practices. An Evaluation Unit Profile: Program Evaluation and Review Division, Texas Department of Public Welfare, Austin, Texas.*
Louis F. Cicchinelli. Denver Univ., Colo. Center for Social Research and Development.

312. *Assessment of State and Local Government Evaluation Practices. An Evaluation Unit Profile: Program Evaluation Resource Center, Hennepin County Mental Health Service, Minneapolis, Minnesota.*
Louis F. Cicchinelli. Denver Univ., Colo. Center for Social Research and Development.

313. *Assessment of State and Local Government Evaluation Practices. An Evaluation Unit Profile: Program Evaluation Unit, Department of Finance, State of California.*
Ann V. Kraetzer. Denver Univ., Colo. Center for Social Research and Development.

314. *Assessment of State and Local Government Evaluation Practices. An Evaluation Unit Profile. Program Evaluation Unit, Michigan Vocational Rehabilitation Service, Lansing, Michigan.*
Gale G. Whiteneck. Denver Univ., Colo. Center for Social Research and Development.

315. *Assessment of State and Local Government Evaluation Practices. An Evaluation Unit Profile: San Diego County Office of Program Evaluation.*
Gale G. Whiteneck. Denver Univ., Colo. Center for Social Research and Development.

316. *Assessment of State and Local Government Evaluation Practices in Human Services.*
Edward C. Baumheier, Gale G. Whiteneck, Ann V. Kraetzer, Ellen L. Slaughter and Louis F. Cicchinelli. Denver Univ., Colo. Center for Social Research and Development.

317. *Assessment of the Role of Urban Indian Centers in Providing Human Services to Urban Indians.*
James K. Greycloud, Thomas G. Sellars and John M. Daily. Tribal American Consulting Corp. Maywood, Calif.

318. *Assuming Responsibility for Mobility of Elderly and Handicapped: The Roles of Transit Properties, Transit Planners, and Social Service Agencies in Small Cities.*
Alice E. Kidder and George Amedee. North Carolina Agricultural and Technical State Univ., Greensboro. Transportation Inst.

319. *Brockton Multi-Service Center: Client Monitor Manual.*
Judith A. Berry. Brockton Area Human Resources Group, Inc., Mass.

320. *Brockton Multi-Service Center: Client Pathway Manual.*
Paula M. Murphy. Brockton Area Human Resources Group, Inc., Mass.

321. *Brockton Multi-Service Center 1976 Brockton Community Audit.*
Martin W. Kane and John P. Sullivan. Brockton Area Human Resources Group, Inc., Mass.

322. *Building Citizen Support in Texas Cities: Assistance Guide. A Step by Step Approach for Identifying City Communication Factors.*
Texas Municipal League, Austin.

323. *Bureaucratic Encounters. A Pilot Study in the Evaluation of Government Services.*
Daniel Katz, Barbara A. Gutek, Robert L. Kahn and Eugenia Barton. Michigan Univ., Ann Arbor. Survey Research Center.

324. *Capacity Building and the Elements of Public Management.*
Philip M. Burgess. Ohio State Univ. Columbus.

325. *Capacity Building for Medium Sized Cities: Petersburg, Virginia and Prichard, Alabama. Volume 1: Petersburg Final Report and Appendix A.*
Match Institution, Washington, D.C.

326. *Capacity Building for Medium Sized Cities: Petersburg, Virginia and Prichard, Alabama. Volume 2: Prichard Final Report and Appendices A-G.*
Match Institution, Washington, D.C.

327. *Capacity Building for Medium Sized Cities: Petersburg, Virginia and Prichard, Alabama. Volume 3: Appendix H, Prichard Housing Authority Handbook.*
Match Institution, Washington, D.C.

328. *Capacity-Building and Decentralization (Session E). AOA Staff Program Materials.*
Richard Verville and Arthur Boyd. White (E.H.) and Co., San Francisco, Calif.

329. *Capacity-Building for South Carolina Local Governments. Volume 1: Final Report, Appendices A-B.*
South Carolina Office of Community Development, Columbia.

330. *Capacity-Building for South Carolina Local Governments. Volume 2: Appendices C-F, Resource Documents for Small Cities.*
South Carolina Office of Community Development, Columbia.

331. *Chattanooga's Experience with Reorganization for Delivery of Health Services.*
M. M. Young. Chattanooga - Hamilton County Health Dept., Tenn.

332. *Child Abuse and Neglect. The Problem and Its Management. Volume 1: An Overview of the Problem.*
National Center on Child Abuse and Neglect, Washington, D.C.

333. *Child Abuse and Neglect. The Problem and Its Management. Volume 2: The Roles and Responsibilities of Professionals.*
National Center on Child Abuse and Neglect, Washington, D.C.

334. *Child Abuse and Neglect. The Problem and Its Management. Volume 3: The Community Team-An Approach to Case Management and Prevention.*
National Center on Child Abuse and Neglect, Washington, D.C.

335. *Community Human Service Networks: New Roles for Mental Health Workers.*
W. Robert Curtis. Massachusetts Dept. of Mental Health, Taunton.

336. *Community Planning for an Aging Society: Designing Services and Facilities.*
M. Powell Lawton, Robert Newcomer and Thomas O. Byerts. Philadelphia Geriatric Center, Pa.

337. *A Comparative Study of United Services Agency Centers.*
D. L. Raphael, G. D. Smith, D. Spottheim, L. Novak and C. Kunig. Pennsylvania State Univ., University Park. Center for Human Services Development.

338. *Computerization of the Minneapolis Community Information and Referral Service Resource File.*
Community Information and Referral Service, Minneapolis, Minn.

339. *Conceptual Design. Revision to Child Abuse and Neglect Report and Inquiry System (CANRIS).*
Texas State Dept. of Public Welfare, Austin. Child Abuse and Neglect Report and Inquiry System.

340. *Consumer Comparisons of Integrated and Categorical Human Services.*
Leland L. Beik. Pennsylvania State Univ., University Park. Center for Human Services Development.

341. *Cooperative Agreements Between 314(b) and Other Regional and Health Planning Agencies.*
Research Group, Inc., Atlanta, Ga.

342. *Cost-Benefit Analysis and Hypothesis Testing: An Example Application for Program Evaluation in Juvenile Corrections. The Walnut Street 'Y' Program.*
Robert F. Minnehan. Delaware Univ., Newark. Div. of Urban Affairs.

343. *Critical Review of Research on Long-Term Care Alternatives.*
Sonia Conly. NA

344. *Data Dictionary of County Area Community Corrections Information Systems in Minnesota.*
Kirk T. Phillips. Minnesota State Dept. of Corrections, St. Paul. Div. of Research and Information Systems.

345. *Decentralization and Citizen Participation in Social Services.*
Martin Rein. Massachusetts Inst. of Tech., Cambridge.

346. *Deinstitutionalization of Developmentally Disabled Persons: A Conceptual Analysis and Guide for State Officials.*
Human Services Research Inst., Washington, D.C.

347. *Delivering Information and Referral Services in Rural Areas.*
Stephen A. Webster. Tennessee Univ., Knoxville. School of Social Work.

348. *Diffusion of Technology in State Mission-Oriented Agencies.*
Irwin Feller, Donald C. Menzel and Alfred J. Engel. Pennsylvania State Univ., University Park. Center for the Study of Science Policy.

349. *Diversion in the Juvenile Justice System.*
National Council on Crime and Delinquency, Hackensack, N.J.

350. *Dividing Case Management in Foster Family Cases.*
Theodore J. Stein, Eileen D. Gambrill and Kermit T. Wiltse. California State Univ., Sacramento. School of Social Work.

351. *Dynamics of Community Planning.*
Neil Gilbert and Harry Specht. California Univ., Berkeley. School of Social Welfare.

352. *Effective Social Services for Older Americans.*
Sheldon S. Tobin, Stephen M. Davidson and Ann Sack. Michigan Univ., Ann Arbor. Inst. of Gerontology.

353. *Emotionally Disturbed Children: A Program of Alternatives to Residental Treatment.*
Linda Bedford and Larry D. Hybertson. Boston Children's Service Association, Mass. Treatment Alternatives Project.

354. *Evaluating the Impact of Program Consultation in Health Services.*

Elizabeth L. Watkins, Thomas P. Holland and Roger A. Ritvo. Case Western Reserve Univ., Cleveland, Ohio. Human Services Design Lab.

355. *Evaluation of Human Services Planning. Approaches at State and Local Levels. Volume I.*
Charles C. McClintock. New York State Coll. of Human Ecology, Ithaca. Dept. of Community Service Education.

356. *Evaluation of Outreach of the Nutrition Program for the Elderly.*
Opinion Research Corp., Princeton, N.J.

357. *Evaluation of Personal Care Organizations and Other In-Home Alternatives to Nursing Home Care for the Elderly and Long-Term Disabled. Interim Report No. 1. Identification of Alternative Programs to Institutionalization: Methods and Results.*
Pauline R. Charpentier and Robert Soliz. Applied Management Sciences, Inc., Silver Spring, Md.

358. *Evaluation of Personal Care Organizations and Other In-Home Alternatives to Nursing Home Care for the Elderly and Long-Term Disabled. Interim Report No. 2 (Revised). Critical Evaluation of Reported Research Involving Alternatives to Institutionalization and Cost/Efficiency-Effectiveness.*
Applied Management Sciences, Inc., Silver Spring, Md.

359. *Evaluation of Personal Care Organizations and Other In-Home Alternatives to Nursing Home Care for the Elderly and Long-Term Disabled. Interim Report No. 3 (Revised). Assessment of the Feasibility of Conducting a Prospective Study of Clients Served by Alternatives to Institutional Care. Volume I.*
Douglas E. Skinner, Kenneth G. Wissmann, Pauline R. Charpentier, Alan C. Foose and Robert Soliz. Applied Management Sciences, Inc., Silver Spring, Md.

360. *Evaluation of Personal Care Organizations and Other In-Home Alternatives to Nursing Home Care for the Elderly and Long-Term Disabled. Interim Report No. 3 (Revised). Assessment of the Feasibility of Conducting a Prospective Study of Clients Served by Alternatives to Institutional Care. Volume II, Appendix A (Updated).*
Applied Management Sciences, Inc., Silver Spring, Md.

361. *Evaluation of Personal Care Organizations and Other In-Home Alternatives to Nursing Home Care for the Elderly and Long-Term Disabled. Interim Report No. 4 (Revised). Major Experimental Design Considerations of a Prospective Study of Clients Served by Alternatives to Institutional Care.*
Douglas E. Skinner, Pauline R. Charpentier, Kenneth, G. Wissmann, Alan C. Foose and Robert Soliz. Applied Management Sciences, Inc., Silver Spring, Md.

362. *Evaluation Process Handbook for Local Government Services.*
City of St. Petersburg, Fla. Management Improvement Dept.

363. *Experiment in Maximizing Human Services Benefits.*
Concho Valley Council of Governments, San Angelo, Tex.

364. *Family Impact Analysis.*
Paul Mattessich. Minnesota Univ., Minneapolis. Family Studies Center.

365. *Family Medical Care: A Design for Health Maintenance.*
George A. Silver. Yale Univ., New Haven, Conn. Dept. of Epidemiology and Public Health.

366. *Family Systems in the 1970's: Analysis, Policies, and Programs.*
Marvin B. Sussman. Case Western Reserve Univ., Cleveland, Ohio. Dept. of Sociology.

367. *Field Experience in Education for Management in Social Welfare.*
Sue Henry, Stanley Good, James O. Hackshaw, Alexander Hawkins and Robert M. Ryan. Pennsylvania Univ., Philadelphia.

368. *From State Hospital to Integrated Human Service System: Managing the Transition.*
W. Robert Curtis. Taunton State Hospital, Mass.

369. *Future Use of Social Networks in Mental Health.*
W. Robert Curtis. Massachusetts Dept. of Mental Health, Boston.

370. *Guidelines and Criteria for Evaluating Vocational Rehabilitation Programs: A Discussion Paper for the Prime Study Group on Program Evaluation, Tenth Institute on Rehabilitation Services.*
Frederick Collignon, Adam Zawada, Barbara Thompson and Joel Markowitz. California Univ., Berkeley. Inst. of Urban and Regional Development.

371. *Health Function Concept.*
Charlotte Consortium, N.C.

372. *HEW Mega-Proposal: Observations of a Participant.*
Frank Levy. California Univ., Berkeley. Dept. of Economics.

373. *Home Aide Service and the Aged: A Controlled Study. Part I: Design and Findings.*
Margaret Nielsen. Benjamin Rose Institute, Cleveland, Ohio. Applied Gerontology Research Center.

374. *Home Aide Service and the Aged: A Controlled Study. Part II: The Service Program.*
Helen Beggs. Benjamin Rose Inst., Cleveland, Ohio. Applied Gerontology Research Center.

375. *Home Health Services in the United States: A Working Paper on Current Status.*
Brahna Trager. Special Committee on Aging (U.S. Senate).

376. *Houston Experience in Capacity Building. Volume 1.*
Office of the Mayor, Houston, Tex. Policy Planning Div.

377. *Houston Experience in Capacity Building. Volume 2: Appendix A, Policy Issue Papers.*
Office of the Mayor, Houston, Tex. Policy Planning Div.

378. *Houston Experience in Capacity Building. Volume 3: Appendix B, Budgeting and Management.*
Office of the Mayor, Houston, Tex. Policy Planning Div.

379. *Houston Experience in Capacity Building. Volume 4: Appendix C, Housing Model.*
Office of the Mayor, Houston, Tex. Policy Planning Div.

380. *Human Factors Evaluation of Transbus by the Elderly.*
Booz-Allen Applied Research, Bethesda, Md.

381. *Human Services and Resource Networks. Rationale, Possibilities, and Public Policy.*
Seymour B. Sarason, Charles F. Carroll, Kenneth Maton, Saul Cohen and Elizabeth Lorentz. Yale Univ., New Haven, Conn. Dept. of Psychology.

382. *Impact of Welfare on Family Stability.*
Blanche Bernstein and William Meezan. New School for Social Research, New York. Center for New York City Affairs.

383. *Implementation Game: What Happens After a Bill Becomes a Law.*
Eugene Bardach. California Univ., Berkeley. Graduate School of Public Policy.

384. *Improved Consumer Access to Human Services Through Decentralized Multiservice Centers.*
Leland L. Beik and Scott M. Smith. Pennsylvania State Univ., University Park. Center for Human Services Development.

385. *Indicators of the Status of the Elderly in the United States.*
Institute for Interdisciplinary Studies, Minneapolis, Minn.

386. *Intergovernmental Issues in Human Services Delivery: Children's Services in California.*
Urban Management Consultants of San Francisco, Inc., Calif.

387. *Intervention in Human Services.*
Eveline D. Schulman. Morgan State Coll., Baltimore, Md.

388. *Issues in Developing a Community Corrections Information System.*
Kirk T. Phillips. Minnesota State Dept. of Corrections, St. Paul. Div. of Research and Information Systems.

389. *Issues in Promoting Health. Committee Reports of the Medical Sociology Section, American Sociological Association.*
David Mechanic and Sol Levine. Wisconsin Univ. - Madison. Center for Medical Sociology and Health Services Research.

390. *Joint Local State Comprehensive Human Service Planning and Delivery in Virginia. A Report on Virginia's Efforts.*
Patti Ann Chrzan, Joy T. Margrave, Chrichton J. Armstrong and Margaret Smith. Virginia Office of the Secretary of Human Resources, Richmond.

391. *Let Older People Speak for Themselves. An Assessment of Need in the KIPDA Area Development District.*
Human Services Coordination Alliance, Inc., Louisville, Ky.

392. *Managing Social Services in a Period of Rapid Change.*
Charles W. Williams. Stanford Research Inst., Menlo Park, Calif. Center for the Study of Social Policy.

393. *MBO-an Innovative and Creative Approach to Supervision in a Public Welfare Agency.*
Victorina Alvarez Peralta. Philadelphia Dept. of Public Welfare, Pa. Div. of Aging.

394. *Measuring the Community Impact of Mental Health Services.*
Gerald Landsberg and Roni J. Hammer. Maimonides Community Mental Health Center, Brooklyn, N.Y. Program Analysis and Evaluation Section.

395. *Microdata Sampling System: Proposed Measurement Design.*
Northwest Foundation for Human Services, Boise, Idaho.

396. *Monitoring Handbook. A Management Guide.*
Northwest Regional Educational Lab., Portland, Oreg.

397. *Monitoring Social Service Programs: A Manual for Use by a Voluntary Council.*
Community Council of the Capitol Region, Hartford, Conn.

398. *Monitoring the Outcomes of Social Services, Volume I: Preliminary Suggestions.*
Annie Millar, Harry Hatry and Margo Koss. Urban Inst., Washington, D.C.

399. *Monitoring the Outcomes of Social Services, Volume II: A Review of Past Research and Test Activities.*
Annie Millar, Harry Hatry and Margo Koss. Urban Inst., Washington, D.C.

400. *Multiservice Neighborhood Center. I: Neighborhood Challenge and Center Response. II: Organizational Structure and Selected Issues.*
Edward J. O'Donnell and Otto M. Reid. Urban Inst., Washington, D.C.

401. *Multi-State Information System: An Overview.*
Rockland Research Center, Orangeburg, N.Y. Information Sciences Div.

402. *Needs Assessment in a Title XX State Social Services Planning System.*
George Corcoran, E. D. Anderson and Carol J. Latta. Research Group, Inc., Atlanta, Ga.

403. *New Methods for Delivering Human Services.*
G. Brian Jones, Charles Dayton and H. B. Gelatt. American Institutes for Research, Palo Alto, Calif.

404. *Nursing Home Decision Makers and the Social Service Needs of Residents.*
Michael J. Austin and Jordan I. Kosberg. Florida State Univ., Tallahassee. School of Social Work.

405. *Optimizing Social Policy for Families.*
June Axinn and Herman Levin. Pennsylvania Univ., Philadelphia. School of Social Work.

406. *Organizing for Human Services.*
Michael J. Murphy. International City Management Association, Washington, D.C. Management Development Center.

407. *Policy Analysis and Policy Development.*
Robert Harris. Urban Inst., Washington, D.C.

408. *Potential Impact of Developmental Disabilities Legislation (P.L. 94-103) and Regulations on Federal and State Planning and Evaluation Responsibilities.*
Donald E. Hawkins. Department of Health, Education, and Welfare, Philadelphia, Pa. Office of the Regional Director.

409. *Preparation of Human Service Professionals.*

Alan Gartner. NA

410. *Providing Specialized, Coordinated Human Services to Communities: The Organizational Problem and a Potential Solution.*
W. Robert Curtis and Duncan Neuhauser. Massachusetts Dept. of Mental Health, Boston.

411. *Public Social Policy and Families in the 1970's.*
Catherine S. Chilman. Wisconsin Univ., - Milwaukee. School of Social Welfare.

412. *Relationship of HSA Rural Capacity Building Activities to the Post NHI Era.*
Daniel Calvin and Allen Dobson. Health Services Administration, Rockville, Md. Office of Planning, Evaluation and Legislation.

413. *Relationship of Mental Health Admission Rates and Other Selected Social Characteristics Among Twenty-Five Geographical Areas.*
Roger E. Rice and Gloria Fowler. Los Angeles County Dept. of Health Services, Calif.

414. *Research, Demonstration, and Evaluation Studies: Fiscal Year 1976.*
Ray Rackley. Office of Child Development, Washington, D.C. Research and Evaluation Div.

415. *Role of the Social Worker in Family Medicine Training.*
Libby A. Tanner and Lynn P. Carmichael. Miami Univ., Fla. School of Medicine.

416. *Roles for Social Work in Community Mental Health Programs.*
John B. Turner. National Conference on Social Welfare, Columbus, Ohio.

417. *Safe Streets Reconsidered: The Block Grant Experience 1968-1975. Part B: Case Studies.*
Advisory Commission on Intergovernmental Relations, Washington, D.C.

418. *Second Analysis and Evaluation. Federal Juvenile Delinquency Programs. Volume I.*
Law Enforcement Assistance Administration, Washington, D.C. Office of Juvenile Justice and Delinquency Prevention.

419. *Service and Values.*
William Hetznecker and Marc A. Forman. Temple Univ. Health Sciences Center, Philadelphia, Pa.

420. *Services to People: State and National Urban Strategies. Part 1: Recommendations of an Interuniversity Study Team on State-Urban Role in Human Services.*
Georgetown Univ., Washington, D.C. Public Services Lab.

421. *Services to People: State and National Urban Strategies. Part 2: State Aids for Human Service in a Federal System.*
Selma J. Mushkin. Georgetown Univ., Washington, D.C. Public Services Lab.

422. *Small Area Analysis: Developing Information on Social Conditions and Resources in Urban Neighborhoods. Volume 12.*
Larry Atkins. Human Services Coordination Alliance, Inc., Louisville, Ky.

423. *Social and Economic Information for Urban Planning. Volume I: Its Selection and Use.*
Doris B. Holleb. Chicago Univ., Ill. Center for Urban Studies.

424. *Social and Economic Information for Urban Planning. Volume II: A Directory of Data Sources.*
Doris B. Holleb. Chicago Univ., Ill. Center for Urban Studies.

425. *Social Service Unit Cost System.*
Welfare Research, Inc., Albany, N.Y.

426. *Social Welfare Forum, 1976.*
National Conference on Social Welfare, Columbus, Ohio.

427. *Southern Health and Family Life Studies. Assessment of Needs: An Epidemiologic Survey. Volume I.*
Roger A. Bell and William Mellan. Winter Haven Hospital, Fla. Community Mental Health Center.

428. *Southern Health and Family Life Studies. Outcome Appraisals Studies: Continuity of Care. Volume III.*
William A. Mellan and Roger A. Bell. Winter Haven Hospital, Fla. Community Mental Health Center.

429. *Special Transportation Services for the Elderly and Handicapped Demonstration Project-Baton Rouge, Louisiana.*
Chester H. McCall, Mary I. Olson and Harry I. Reed. CACI, Inc.-Federal, Los Angeles, Calif.

430. *State Intervention on Behalf of 'Neglected' Children: A Search for Realistic Standards.*
Michael Wald. Institute of Judicial Administration, New York.

431. *Study of the Advisory Structure of the Department of Health and Social Services.*
Bradford Matsen. Alaska State Dept. of Health and Social Services, Juneau. Office of Planning and Research.

432. *Sub-State District Systems.*
Council of State Governments, Lexington, Ky.

433. *Survey of Perceived Needs for and Obstacles to Service Integration.*
Harbridge House, Inc., Boston, Mass.

434. *Systems Approach to the Provision of Social Work Services in Health Settings: Part 2.*
Martin Nacman. Strong Memorial Hospital, Rochester, N.Y. Social Service Dept.

435. *Systems Dilemmas of a Community Health and Welfare Council.*
Frank Baker, Anthony Broskowski and Ruth Brandwein. Harvard Medical School, Boston, Mass.

436. *Toward Master Social Indicators.*
Stanford Research Inst., Menlo Park, Calif. Educational Policy Research Center.

437. *Training in Area Planning on Aging.*
University of Southern California, Los Angeles. Ethel Percy Andrus Gerontology Center.

438. *Transportation for the Elderly and the Handicapped in Wisconsin.*
Wisconsin Dept. of Transportation, Madison. Div. of Planning.

439. *Transportation for the Elderly and the Handicapped in Wisconsin. Report 1: Analysis of Specialized Transportation Services.*
Wisconsin Dept. of Transportation, Madison. Div. of Planning.

440. *Transportation for the Elderly and the Handicapped*

in Wisconsin. Report 2: Statewide Services Directory.
Wisconsin Dept. of Transportation, Madison. Div. of Planning.

441. *Transportation for the Elderly and the Handicapped in Wisconsin: Report 3. Study Methodology.*
Wisconsin Dept. of Transportation, Madison. Div. of Planning.

442. *Transportation for the Elderly and the Handicapped in Wisconsin: Report 4. Bibliography.*
Wisconsin Dept. of Transportation, Madison. Div. of Planning.

443. *Transportation for the Elderly and the Handicapped in Wisconsin. Report 5: Survey of Nursing Homes and Residential Care Facilities.*
Wisconsin Dept. of Transportation, Madison. Div. of Planning.

444. *Transportation for the Elderly and the Handicapped in Wisconsin: Report 6. Potential Demand for Services.*
Wisconsin Dept. of Transportation, Madison. Div. of Planning.

445. *Transportation for the Elderly and the Handicapped in Wisconsin. Report 7: Mobility Barriers to the Elderly and the Handicapped.*
Wisconsin Dept. of Transportation, Madison. Div. of Planning.

446. *Transportation for the Elderly: The State of the Art.*
Institute on Public Administration, Washington, D.C.

447. *United Services Agency Evaluation Project: Process Evaluation Report, 1974-1975.*
Joe A. Miller and David L. Paulsmeyer. Pennsylvania State Univ., University Park. Center for Human Services Development.

448. *Unmet Social Service Needs in Skilled Nursing Facilities: Documentation for Action.*
Lu Pearman and Jean Searles. Ebenezer Society, Minneapolis, Minn.

449. *Using the BSW to Deliver Health Related Social Services in Rural Areas.*
Joseph Davenport and Judith Ann Davenport. Mississippi State Univ., Starkville. Dept. of Social Work.

450. *Utilization of Subjective Goals and Criteria for Allocating Resources for Social Services.*
Dan Rubenstein, Harry W. Burgess and William W. Swart. Syracuse Univ., N.Y. School of Social Work.

1978 cumulative index

Abused children
19, 138, 168, 184, 215, 230, 332, 333, 334, 339, 414, 430, 473, 521, 546

Abuse/neglect of children (investigation of)
See Investigation of possible child abuse or neglect

Abuse, neglect, or exploitation (protection from)
See Protection from abuse, neglect, or exploitation

Abusers (child)
See Child abusers

Abusers/neglecters of children (counseling services)
See Counseling services (child abusers/neglecters)

Academic programs re services integration
See Educational programs re services integration

Academic research centers
See College/university research centers

Access (removal of physical barriers to client)
See Removal of physical barriers to client access

Accessibility of services (geographic)
See Geographic accessibility of services

Accessibility of service to clients
See Service accessibility to clients

Access to data sources
See Data sources and access thereto

Access to services (consumer)
See Consumer access to services

Access to service system (facilitating client)
See Facilitating client access to service system

Accountability for case management
451, 452

Accountability for grants/funds (agency)
See Agency accountability for grants/funds

Accounting methods (agency)
See Agency accounting/auditing methods

Accounting re service system cost
See Service system cost accounting

Acquisition of charitable organization financial support
6, 136

Acquisition of government grants/contracts
6, 14, 61, 107, 136

Activity groups
See Senior citizen activity groups

Administration of human services delivery
See Accountability for case management
Acquisition of charitable organization financial support
Acquisition of government grants/contracts
Agency accountability for grants/funds
Agency accounting/auditing methods
Agency/community relationship techniques
Agency internal communication mechanisms
Agency personnel authority
A-95 review authority
Block grants
Budgeting methods
Case management
Case review procedures
Centralized administrative arrangements
Centralized administrative/decentralized delivery arrangements
Centralized budgeting

Centralized delivery arrangements
Centralized intake
CETA grants
Client advocacy
Client eligibility requirements
Client flow control
Client intake
Client pathway determination
Client referral
Client's right to know
Client tracking methods
Colocation of services
Community involvement in agency decisionmaking
Consumer access to services
Consumer feedback techniques
Contract administration
Coordinated assessment of individual client needs
Core services linkage methods
Decentralized administrative arrangements
Decentralized administrative/decentralized delivery arrangements
Decentralized delivery arrangements
Dtermination of eligibility requirements
Determination of individual client needs
Direct service linkage methods
Environment building for integration
Facilitating client access to service system
Feasibility studies re reorganization of existing services
Federal categorical grants/funds
Federal funds for regional human services
Federal grants/funds for human services
Federal matching funds
Fiscal linkage methods
Formula grants/funds
Foundation grants for human services
Funding
Fund raising
General revenue sharing
Geographic accessibility of services
Grants administration
Grants/contract administration
Human services agency financial management
Implementation of reorganization
Intake linkage methods
Integration-oriented grants management
Integration-oriented keeping of client records
Interagency communication mechanisms
Joint funding
Local grants/funds for human services
Local reorganization of human services
Management reorganization strategies
Mandated coordination of services delivery
Measurement of service system cost savings
Mediated coordination of services delivery
Organizational/administrative arrangements re human services delivery
Organizational coordination methods re delivery
Organization, coordination, and communication re services delivery
Outreach linkage methods
Outreach techniques
Outreach techniques for rural areas
Outreach techniques for urban areas
Partnership grants
Personnel administration
Personnel assignment
Personnel development/training
Personnel evaluation
Personnel linkage methods
personnel recruiting

137

Plant and facilities operation and management
Private grants/funds for human services
Public education for community acceptance
Purchasing of services
Removal of physical barriers to client access
Reorganization of human services
Revenue sharing
Service follow-up
Service provider reporting requirements
Service system cost accounting
Service system cost auditing
SITO grants
Specialized revenue sharing
Staff colocation
Staff job classification
Staff outstationing
Standardization of client eligibility requirements
State-administered services
State grants/funds for human services
State matching funds
State-regulated services
Statewide reorganization of human services
Substate regional reorganization of human services
Team approach to case coordination
Unit cost determination
Use of case coordinators
Use of consultant services
Voluntary coordination of services delivery

Administration of human services planning
1, 78, 132, 330, 383, 392, 454, 492, 505

Administration of integrated services (educational programs)
See Educational programs re administration of integrated services

Administration of services by State
See State-administered services

Administration/organization (legislative/regulatory constraints)
See Legislative/regulatory constraints re administration/organization

Administrative linkage methods
See also Agency-legislative body liaison
Block grants
Centralized budgeting
Centralized/coordinated support services
Decentralized administrative arrangements
Environment building for integration
Fiscal linkage methods
General revenue sharing
Integration-oriented grants management
Integration-oriented keeping of client records
Integrative planning/programming
Joint development of programs
Joint funding
Joint planning
Liaison between different levels of government
Linkages between different levels of government
Linkages between human service planning and economic development
Linkages between human service planning and physical development
Mandated joint planning
Mediated joint planning
Personnel linkage methods
Plan/program information sharing
Purchasing of services
Staff colocation
Staff outstationing
Voluntary/cooperative joint planning
115, 181, 275

Administrative/organizational arrangements re human services delivery
See Organizational/administrative arrangements re human services delivery

Adolescent correctional services
See Youth correctional services

Adoption counseling services
277, 303

Adoption evaluation services
303

Adoption placement, supervision, and counseling services
See also Adoption counseling services
Adoption evaluation services
96

Adoption-related services
See also Adoption counseling services
Adoption evaluation services
Adoption placement, supervision, and counseling services
96, 163, 524, 581

Adult activity groups
See Senior citizen activity groups

Adults (emergency shelter for)
See Emergency shelter care for dependent adults

Adults (emotionally disturbed)
See Emotionally disturbed adults

Adults (protective services re dependent)
see Protective services for dependent adults

Adults or college/university students
See Child abusers
Educationally disadvantaged adults
Elderly
Emotionally disturbed adults
Families with dependent children
Foster families
Mentally handicapped adults
Minority adults
Retired persons
Socially disadvantaged adults
Unskilled workers
Veterans

Advisory panels/boards/councils re human service
See Human service boards/councils/advisory panels

Advocacy (client)
See Client advocacy

Advocacy and education services (consumer)
See Consumer education and advocacy services

Advocacy services (civil rights)
See Community human relations services

Advocacy services (environmental)
See Environmental education and advocacy services

Advocacy services (health)
See Health information and advocacy services

Aged citizen activity groups
See Senior citizen activity groups

Aged persons
See Elderly

Agencies (evaluation of human service)
See Evaluation of human service agencies

Agencies (planning)
See Planning agencies

Agencies (State human service)
See State human service agencies

Agencies (State planning)
See State planning agencies

Agency accountability for grants/funds
65, 21, 158, 294, 301, 383, 451

Agency accounting/auditing methods
See also Agency accountability for grants/funds
A-95 review authority
Measurement of service system cost savings
Service system cost accounting
service system cost auditing
Unit cost determination
10, 119, 152, 499

Agency/community relationship techniques
See also Community involvement in agency decisionmaking
Consumer feedback techniques
Environment building for integration
Outreach techniques
Outreach techniques for rural areas
Outreach techniques for urban areas
Public education for community acceptance
15, 30, 167, 179, 329, 492, 564

Agency evaluation
See Evaluation of human service agencies

Agency financial needs measurement/forecasting
286, 287, 288, 289

Agency information/data needs measurement/forecasting
232, 260, 261, 262

Agency internal communication mechanisms
113, 492

Agency internal record keeping
463, 464, 465

Agency-legislative body liaison
22

Agency manpower needs measurement/forecasting
251,540

Agency needs measurement/forecasting
See Agency financial needs measurement/forecasting
Agency information/data needs measurement/forecasting
Agency manpower needs measurement/forecasting

Agency personnel authority
113, 203

Agency personnel orientation and training
See Personnel development/training

Agency policy re confidentiality of client information
83, 258

Air pollution control services
47

Alcohol abuse services
21, 22, 44, 136, 139, 517

Alcoholics
44, 139

Allocation of resources
See Resource allocation

Analysis (systems)
See Systems analysis

Analysis of social systems
See Social systems analysis

Areawide needs measurement/forecasting
27, 42, 131, 146, 147, 161, 191, 422, 424, 591, 599

Areawide utilization measurement/forecasting
27, 422, 543

Assessment (coordinated) of individual client needs
See Coordinated assessment of individual client needs

Assignment (personnel)
See Personnel assignment

Auditing (cost) re service system
See Service system cost auditing

Auditing methods (agency)
See Agency accounting/auditing methods

Authority (agency personnel)
See Agency personnel authority

Authority for program initiation
See Program initiation authority

Authority/mandate re legal
See Legal authority/mandate

Autonomy (skepticism re loss of)
See Skepticism re loss of autonomy

A-95 plan evaluation
97

A-95 review authority
97, 478

Barriers to client access (removal of physical)
See Removal of physical barriers to client access

Basic services (linkage methods)
See Core services linkage methods

Benefits of integration (skepticism re)
&itsee Skepticism re benefits of integration

Benefits of services integration
See Reasons for services integration

Bilingual services
21, 55, 466

Birth control counseling services
See Family planning counseling services

Birth control information services (community)
See Community family planning education services

Blind persons
232

Block grants
173, 175, 223, 242, 417

Boards/councils/advisory panels re human service
See Human service boards/councils/advisory panels

Budgeting methods
See also Centralized budgeting
Joint budgeting
10, 119, 152, 210, 246, 265, 275, 286, 287, 288, 289

Building inspection services
See Housing quality services

Business development services
See Economic development services

Capabilities/capacity (lack of)
See Lack of capabilities/capacity

Capabilities/capacity (lack of organizational)
See Lack of organizational capabilities/capacity

Capabilities/capacity (lack of planning)
See Lack of planning capabilities/capacity

Capabilities/capacity (lack of service delivery)
See Lack of service delivery capabilities/capacity

Capabilities/capacity (organizational)
See Organizational capabilities/capacity

Capabilities/capacity (planning)
See Planning capabilities/capacity

Capacity building
See Management technology re services

Capacity/capabilities (lack of)
See Lack of capabilities/capacity

Capacity/capabilities (lack of organizational)
See Lack of organizational capabilities/capacity

Capacity/capabilities (lack of planning)
See Lack of planning capabilities/capacity

Capacity/capabilities (lack of service delivery)
See Lack of service delivery capabilities/capacity

Capacity/capabilities (organizational)
See Organizational capabilities/capacity

Capacity/capabilities (planning)
See Planning capabilities/capacity

Career counseling
See Vocational counseling

Career development and training services
See Manpower development and training services

Career development counseling
See Employment counseling

Career education services
See Vocational education services

Case coordination methods
See Team approach to case coordination
Use of case coordinators

Case coordinators
See Use of case coordinators

Case management
See also Accountability for case management
Case review procedures
Centralized intake
Client advocacy
Client eligibility requirements
Client flow control
Client intake
Client pathway determination
Client referral
Client's right to know
Client tracking methods
Consumer feedback techniques
Coordinated assessment of individual client needs
Determination of eligibility requirements
Determination of individual client needs
Facilitating client access to service system
Integration-oriented keeping of client records
Removal of physical barriers to client access
Service follow-up
Standardization of client eligibility requirements
Team approach to case coordination
Use of case coordinators
143, 332, 333, 334, 353, 475, 492

Case review procedures
301, 473, 476, 501

Catalysts for services integration
See Environment building for integration

Catchment areas (development and designation)
See Development of catchment areas

Categorical grants/funds (Federal)
See Federal categorical grants/funds

Centralized administrative arrangements
See also Centralized administrative/decentralized delivery arrangements
State-administered services
304, 400, 505

Centralized administrative/decentralized delivery arrangements
See also State-administered services
53

Centralized budgeting
63, 378

Centralized/coordinated support services
46, 162

Centralized delivery arrangements
37, 145, 192, 384, 400, 600

Centralized intake
85

Centralized planning
See Centralized budgeting

CETA grants
14, 101, 167, 175, 227, 482

Characteristic data (client)
See Client characteristic data

Charitable organization financial support (acquisition of)
See Acquisition of charitable organization financial support

Child abuse/neglect (investigation of)
See Investigation of possible child abuse or neglect

Child abusers
19, 138, 168, 230, 332, 333, 334, 339, 430, 473, 546

Child abusers/neglecters (counseling services)
See Counseling services (child abusers/neglecters)

Child placement and counseling services
See also Adoption counseling services
Adoption evaluation services
Adoption placement, supervision, and counseling services
96, 136

Children
See Minors

Children (abused)
See Abused children

Children (court protection services)
See Court services to protect children

Children (emergency shelter care for dependent)
See Emergency shelter care for dependent children

Children (families with dependent)
See Families with dependent children

Children (foster)
See Foster children

Children (mentally handicapped)
See Mentally handicapped minors

Children (neglected)
See Neglected children

Children (protective services for)
See Protective services for children

Chronically ill
182, 374

Citizen participation (legislative/regulatory constraints re)
See Legislative/regulatory constraints re community participation

City government-State government relationships
See State government-municipal government relationships

Civil rights organizations (community)
See Community human relations services

Civil rights protection services
4, 100

Classifications/taxonomies of human services
96, 183, 242, 277

Client access (removal of physical barriers to)
See Removal of physical barriers to

143

client access

Client access to service system (facilitating)
See Facilitating client access to service system

Client advocacy
See also Client's right to know
5, 68, 215, 319

Client characteristic data
See also Client histories
Family profiles
13, 145, 146, 162, 204, 290, 380, 398, 399, 542, 543

Client data collection
84, 105, 143, 155, 156, 237, 319, 463, 464, 465

Client eligibility requirements
See also Standardization of client eligibility requirements
13, 50, 185, 202, 382

Client flow control
See also Centralized intake
Client intake
Client pathway determination
Client referral
Client tracking methods
Consumer feedback techniques
Coordinated assessment of individual client needs
Determination of eligibility requirements
Determination of individual client needs
Integration-oriented keeping of client records
Service follow-up
301

Client impact evaluation
See also Evaluation via client satisfaction
7, 43, 56, 67, 82, 85, 125, 131, 176, 185, 275, 285, 427, 428

Client information (agency policy re confidentiality)
See Agency policy re confidentiality of client information

Client intake
See also Centralized intake
Client pathway determination
Coordinated assessment of individual client needs
Determination of eligibility requirements
Determination of individual client needs
109

Client needs (coordinated assessment of individual)
See Coordinated assessment of individual client needs

Client needs (determination of individual)
See Determination of individual client needs

Client pathway determination
7, 84, 105, 143, 301, 319, 320, 476, 556

Client records
60, 84, 105, 174, 398, 399

Client records processing
See also Client tracking methods
Integration-oriented keeping of client records
162

Client referral
35, 87 121, 155, 156, 187, 207, 290, 291, 363, 523, 524, 556, 579, 580

Client satisfaction (evaluation via)
See Evaluation via client satisfaction

Client's right to know
83, 490

Client tracking methods
See also Integration-oriented keeping of client records
87, 319, 337, 463, 464, 465

Clinic services (community)
See Community clinic services

Clothing assistance services
96, 189

COG's
See Councils of governments

Collection of data on clients
See Client data collection

Colleges and universities (service-related)
See Service-related educational institutions

College/university research centers
194, 280

College/university service educational departments
75, 110, 118 409, 415, 449

Colocation (staff)
See Staff colocation

Colocation of services
35, 85, 106, 174, 187, 204

Communication and public information services
15, 132, 164

Communication mechanisms (interagency)
See Interagency communication mechanisms

Communication mechanisms (internal agency)
See Agency internal communication mechanisms

Communication, organization, and coordination re services delivery
See Organization, coordination, and communication re services delivery

Community acceptance (public education for)
See Public education for community acceptance

Community/agency relationship techniques
See Agency/community relationship techniques

Community clinic services
564

Community development (economic)
See Economic development services

Community family planning education services
See also Family planning counseling services
Pregnancy counseling/information services
59, 163,517

Community human relations services
See also Bilingual services
143, 239, 475

Community information and organization services
See also Bilingual services
Communication and public information services
Community human relations services
Community organization and development services
Communitywide information and referral agencies
Economic development services
Information services
Library services
Recruitment, training, and placement of volunteers
96, 104, 130, 219, 236, 272, 277, 338, 347, 363, 371, 423, 500

Community involvement in agency decisionmaking
15, 33, 129, 132, 164, 260, 261, 273, 322, 345, 486, 528, 563

Community organization and development services
See also Bilingual services
Community human relations services
Economic development services
Recruitment, training, and placement of volunteers
157

Community participation (legislative/regulatory constraints re)
See Legislative/regulatory constraints re community participation

Community resistance to services integration
176

Community sanitation and environmental health services
See Air pollution control services
Trash and garbage collection, treatment, and disposal

Communitywide information and referral agencies
121, 347

Compensation programs (workmen's)
See Workmen's compensation programs

Complaints processing and investigation (consumer)
See Consumer complaints processing and investigation

Complaints processing and investigation re housing
See Housing complaints processing and investigation

Comprehensive Employment and Training Act grants
See CETA grants

Computerized data and information systems
3, 103, 121, 157, 159, 208, 213, 237, 339, 379, 401, 463, 464, 465, 496, 522, 544, 589

Confidentiality of data and information
See also Agency policy re confidentiality of client information
Client's right to know
Guidelines re confidentiality of data and information
Legal problems re confidentiality of data and information
Legislation/regulations re confidentiality of data and information
Security measures re confidentiality of information
84

Consortiums re services administration
See Decentralized administrative arrangements

Consortiums re services delivery
See Decentralized delivery arrangements

Constraints re effective services delivery
See also Agency policy re confidentiality of client information
Community resistance to services integration
Delivery procedural constraints
Financial management procedural constraints
Inadequate staff relations
Lack of capabilities/capacity
Lack of management knowhow re integration of services
Lack of organizational capabilities/capacity
Lack of planning capabilities/capacity
Lack of political support
Lack of service delivery capabilities/capacity
Legal problems re confidentiality of data and information
Legislative/regulatory constraints
Legislative/regulatory constraints re administration/organization
Legislative/regulatory constraints re community participation
Legislative/regulatory constraints re delivery
Legislative/regulatory constraints re funding
Legislative/regulatory constraints re planning
Legislative/regulatory constraints re reporting

requirements
Personnel procedural constraints
Procedural constraints
Professional resistance to integration
Skepticism re benefits of integration
Skepticism re loss of autonomy
Skepticism re loss of seniority/status
Sociological constraints
403

Consultant services
See Use of consultant services

Consumer access to services
See also Centralized intake
Client advocacy
Client flow control
Client intake
Client pathway determination
Client referral
Client's right to know
Client tracking methods
Colocation of services
Consumer feedback techniques
Coordinated assessment of individual client needs
Determination of eligibility requirements
Determination of individual client needs
Facilitating client access to service system
Geographic accessibility of services
Integration-oriented keeping of client records
Outreach techniques
Outreach techniques for rural areas
Outreach techniques for urban areas
Public education for community acceptance
Removal of physical barriers to client access
Service follow-up
Standardization of client eligibility requirements
151

Consumer advocacy services
See Consumer education and advocacy services

Consumer complaints processing and investigation
5, 122, 340, 467, 499

Consumer education and advocacy services
See also Homemaker education services
5, 30

Consumer feedback techniques
27, 340, 499

Consumer protection services
See also Consumer complaints processing and investigation
Consumer education and advocacy services
Homemaker education services
Home repair or renovation services
Housing quality services
Legal and defense services
21, 196, 272, 517

Consumer resource services
See Consumer complaints processing and investigation

Consumers of all types of goods/services
5, 420, 421

Continuing and adult education services
17, 21, 118, 134

Continuity of service to clients
365, 374

Contract/grants administration
See Grants/contract administration

Contracts/grants (acquisition of government)
See Acquisition of government grants/contracts

Control of information gathering
84, 105

Convalescent homes and care
See Extended care and nursing home services

Cooperative/voluntary joint planning
See Voluntary/cooperative joint planning

Coordinated assessment of individual client needs
238, 374, 549, 589

Coordinated/centralized support services
See Centralized/coordinated support services

Coordination (linkage methods re)
See Administrative linkage methods

Coordination methods (organizational) re delivery
See Organizational coordination methods re delivery

Coordination of cases (team approach to)
See Team approach to case coordination

Coordination of services delivery
See Mandated coordination of services delivery
Mediated coordination of services delivery

Coordination of services delivery (voluntary)
See Voluntary coordination of services delivery

Coordination, organization, and communication re services delivery
See Organization, coordination, and communication re services delivery

Coordinators (case)
See Use of case coordinators

Core services linkage methods
See also Centralized intake
Client referral
Colocation of services
Coordinated assessment of individual client needs
Intake linkage methods
Outreach linkage methods
447

Correctional institutional care
172, 183

Correctional services
See also Correctional institutional care
Juvenile probation and parole services
Transitional services for ex-offenders
Youth correctional services
5, 120, 269, 344, 388

Cost accounting (service system)
See Service system cost accounting

Cost auditing (service system)
See Service system cost auditing

Cost/benefit criteria and standards
See Cost/effectiveness criteria and standards

Cost criteria and standards
See also Cost/effectiveness criteria and standards
563

Cost determination (unit)
See Unit cost determination

Cost/effectiveness criteria and standards
101, 124, 184, 264, 342, 370

Cost/effectiveness indexes
94, 382

Cost indexes
See also Cost/effectiveness indexes
258

Cost measurement/forecasting (service system)
See Service system cost measurement/forecasting

Cost savings (measurement of service system)
See Measurement of service system cost savings

Cost savings due to services integration
See Economic reasons for services integration

Councils/boards/advisory panels re human service
See Human service boards/councils/advisory panels

Councils of governments
567

Counseling services (adoption)
See Adoption counseling services

Counseling services (child abusers/neglecters)
19

Counseling services (child placement)
See Child placement and counseling services

Counseling services (developmental disabilities)
See Developmental disabilities counseling and information services

Counseling services (employment)
See Employment counseling

Counseling services (family planning)
See Family planning counseling services

Counseling services (mental retardation)
See Mental retardation counseling and information services

Counseling services (pregnancy)
See Pregnancy counseling/information services

Counseling services (therapeutic)
See Therapeutic counseling

Counseling services (vocational)
See Vocational counseling

County government-State government relationships
See State government-county government relationships

County government-substate regional government relationships
See Substate regional government-county government relationships

County human service agencies
174, 187, 210, 216, 304, 312, 487, 551, 569

County planning
69, 139, 160, 189, 198, 209, 233, 234, 245, 259, 347, 522, 533

Court-related services
See Public safety, law enforcement and juridical services

Court services to protect children
19, 524

Crime victims
See Victims of crime

Criminal minors
See Miscreant minors

Criminals (alleged or proved)
See Miscreants/delinquents/offenders (alleged or proved)

Crisis intervention services
See Emergency mental health services

Criteria and standards
See also Continuity of service to clients
Cost criteria and standards

Cost/effectiveness criteria and standards
Effectiveness criteria and standards
Legislative priorities
Political value judgments
Priorities
Priorities of government
Public priorities
Service accessibility to clients
Service level criteria and standards
44, 45, 80, 95, 199, 236, 275, 295, 367, 542

Cultural and recreational services
See Recreation and cultural services

Culturally disadvantaged (special education for)
See Special education for culturally disadvantaged

Data (agency policy re confidentiality of client)
See Agency policy re confidentiality of client information

Data (client characteristic)
See Client characteristic data

Data (demographic)
See Demographic data

Data (economic)
See Economic data

Data analysis
34, 146, 295, 422, 479, 550

Data and information (confidentiality of)
See Confidentiality of data and information

Data and information (guidelines re confidentiality of)
See Guidelines re confidentiality of data and information

Data and information (legal problems re confidentiality of)
See Legal problems re confidentiality of data and information

Data and information (legislation/regulations re confidentiality of)
See Legislation/regulations re confidentiality of data and information

Data and information systems
See also Computerized data and information systems
Federal data and information systems
Local data and information systems
Management information systems
State data and information systems
96, 116, 125, 145, 299, 424

Data collection (client)
See Client data collection

Data collection and management
See also Client data collection
Control of information gathering
Data sources and access thereto
9, 34, 66, 125, 145, 147, 161, 229, 283, 398, 399, 423, 424, 542, 554, 573

Data/information measurement needs forecasting (agency)
See Measurement/forecasting and needs assessment methodology

Data/information needed for planning
See also Cost/effectiveness indexes
Cost indexes
Identification of providers
Identification of service gaps/shortfalls
Needs indexes
Service system impact indexes
Social indicators
Statistical data needed for planning
Utilization indexes
20, 34, 117, 127, 128, 132, 145, 186, 260, 262, 295, 336, 344, 363, 379, 422, 423, 441, 442, 444, 455, 472, 481, 499, 512, 516, 550, 561, 573

Data information needs measurement/forecasting (agency)
See Agency information/data needs measurement/forecasting

Data/information resource inventorying
See Information/data resource inventorying

Data processing
See also Agency internal record keeping
Client data collection
Client records processing
Client tracking methods
Control of information gathering
Data analysis
Data collection and management
Data sources and access thereto
Integration-oriented keeping of client records
Service system cost accounting
Service system cost auditing
Social systems analysis
105, 159

Data sources and access thereto
6, 10, 29, 45, 52, 96, 106, 121, 126, 185, 199, 204, 205, 221, 222, 263, 293, 303, 423, 425, 440, 442

Day care services
See also Establishment/development of day care services
96, 100, 122, 127, 163, 202, 204, 277, 290, 343, 386, 414, 474, 496, 509, 524, 547, 581

Decentralized administrative arrangements
See also Decentralized administrative/decentralized delivery arrangements
State-regulated services
328, 345, 372, 486, 487, 597

Decentralized administrative/centralized delivery arrangements
See State-regulated services

Decentralized administrative/decentralized delivery arrangements
See also State-regulated services
37, 76

Decentralized delivery arrangements
See also Centralized administrative/decentralized delivery arrangements
State-administered services
State-regulated services
31, 72, 345, 372, 487, 597

Decisionmaking (community involvement in agency)
See Community involvement in agency decisionmaking

Decisionmaking authority
See also A-95 review authority
Program initiation authority
129, 136, 490

Decision theory
99, 264, 434, 541, 545

Defense and legal services
See Legal and defense services

Definition methods (problem)
See Problem definition methods

Delinquents/miscreants/offenders (alleged or proved)
See Miscreants/delinquents/offenders (alleged or proved)

Delinquent youth
See Juvenile delinquents

Delivery (administration of human services)
See Administration of human services delivery

Delivery (constraints re effective services)
See Constraints re effective services delivery

Delivery (organizational coordination methods re)
See Organizational coordination methods re delivery

Delivery arrangements (centralized)
See Centralized delivery arrangements

Delivery arrangements (decentralized)
See Decentralized delivery arrangements

Delivery arrangements (decentralized)/administrative arrangements (centralized)
See Centralized administrative/decentralized delivery arrangements

Delivery capabilities/capacity
See Service delivery capabilities/capacity

Delivery capabilities/capacity (lack of)
See Lack of service delivery capabilities/capacity

Delivery of human services (legislative/regulatory constraints re)
See Legislative/regulatory constraints re delivery

Delivery of human services (organizational/administrative arrangements)
See Organizational/administrative arrangements re human services delivery

Delivery of service (improved)
See Improved service delivery

Delivery of services (organization, coordination, and communication re)
See Organization, coordination, and communication re services delivery

Delivery of services (voluntary coordination of)
See Voluntary coordination of services delivery

Delivery organizations (human service)
See Human service organizations

Delivery procedural constraints
543

Delivery systems (State/local legislation/regulations re human services)
See State/local legislation/regulations re human services delivery systems

Demographic data
23, 132, 145, 398, 399, 422, 424, 479, 550

Demonstration projects
See Legislation/regulations and federally funded programs re integrated services

Department of Health, Education, and Welfare agencies
See DHEW agencies

Dependent adults (protective services for)
See Protective services for dependent adults

Dependent children (emergency shelter care for)
See Emergency shelter care for dependent children

Dependent children (families with)
See Families with dependent children

Detention for alleged law violations
31

Determination of eligibility requirements
See also Client pathway determination
148, 149, 155, 156, 192, 592, 593

Determination of individual client needs
See also Coordinated assessment of individual client needs
143, 148, 149, 256, 274, 301, 320, 387, 402, 427, 444, 455, 487, 489, 532, 548, 556

Determination of unit cost
See Unit cost determination

Development (linkages between human service planning and physical)
See Linkages between human service planning and physical development

Developmental disabilities counseling and information services
96, 408

Developmental disabilities diagnostic/evaluation services
See Diagnostic/evaluation services for developmental disabilities

Developmentally disabled
See also Developmental disabilities counseling and information services
Diagnostic/evaluation services for developmental disabilities
198, 346

Development of catchment areas
220

Development of day care services
See Establishment/development of day care services

Development of programs (joint)
See Joint development of programs

Development services (community)
See Community organization and development services

Development services (economic)
See Economic development services

Development/training of personnel
See Personnel development/training

DHEW agencies
24, 166, 396

Diagnostic/evaluation services for developmental disabilities
408

Diagnostic/evaluation services for mental retardation
140

Diagnostic services
See Diagnostic/evaluation services for developmental disabilities
Diagnostic/evaluation services for mental retardation
Employment-related physical examination services
General medical diagnostic services
Mental health diagnostic/evaluation services
Vision testing and evaluation services

Direct line authority
See Centralized administrative arrangements

Direct service linkage methods
See also Centralized intake
Client referral
Colocation of services
Coordinated assessment of individual client needs
Core service linkage methods
Intake linkage methods
Mandated coordination of services delivery
Mediated coordination of services delivery
Organizational coordination methods re delivery
Outreach linkage methods
Team approach to case coordination
Use of case coordinators
Voluntary coordination of services delivery
221, 222, 236, 274, 507

Disabled (developmentally)
See Developmentally disabled

Disabled (physically long-term/permanent)
See Physically disabled (long-term/permanent)

Disabled persons (escort services for)
See Escort services for disabled or older persons

Disabled persons (transportation for)
See Transportation for disabled or older persons

Disadvantaged (economically)
See Economically disadvantaged

Disadvantaged (mentally)
See Mentally disadvantaged

Disadvantaged (physically)
See Physically disadvantaged

Didadvantaged (recreation services re mentally/physically)
See Recreation services for the mentally/physically disadvantaged

Disadvantaged (special education re culturally)
See Special education for culturally disadvantaged

Disadvantaged adults (educationally)
See Educationally disadvantaged adults

Disadvantaged adults (socially)
See Socially disadvantaged adults

Disadvantaged minors (socially)
See Socially disadvantaged minors

Disaster services
See also Emergency shelter care for dependent children
272

Drug abusers
See Drug addicts (other than alcohol/tobacco)

Drug abuse services
21, 22, 55, 87, 136, 139, 517

Drug addicts (other than alcohol/tobacco)
55, 139

Duplication re services offered (reduction of)
See Reduction of duplication re services offered

ECF
See Extended care and nursing home services

Economically disadvantaged
See also Families with dependent children
Indigents
Low-income workers
Unemployed persons
30, 33, 55, 79, 129, 372, 543, 550, 559, 590

Economically disadvantaged (health care)
See Medicaid

Economic data
145, 424, 479, 513

Economic development
See Linkages between human service planning and economic development

Economic development services
55

Economic reasons for services integration
See also Reduction of duplication re services offered
90, 137, 190, 199, 284, 384, 559

Education (public) for community acceptance
See Public education for community acceptance

Educational departments for services
See College/university service educational departments

Educational institution research centers
See College/university research centers

Educational institutions (service-related)
See Service-related educational institutions

Educationally disadvantaged adults
See also Unskilled workers
546

Educationally disadvantaged/illiterates
See Educationally disadvantaged adults
Unskilled workers

Educational programs re administration of integrated services
1, 75, 553

Educational programs re services integration
See also Educational programs re administration of integrated services
Educational programs re services integration planning
196

Educational programs re services integration planning
582

Education services
See also Consumer education and advocacy services
Enviromental education and advocacy services
Family life education services
Formal educational instruction services
Higher education services
Homemaker education services
Library services
Preschool education services
Special education for culturally disadvantaged
Special education services
Vocational education services
96, 136, 273, 277, 331, 372, 517, 524, 577

Education services (family planning)
See Community family planning education services
Family planning counseling services

Education services (mental health)
See Mental health education/information services

Effectiveness/cost indexes
See Cost/effectiveness indexes

Effectiveness criteria and standards
See also Cost/effectiveness criteria and standards
Service level criteria and standards
36, 71, 113, 127, 128, 216, 467, 502, 505, 564

Effectiveness of service integration
See Program effectiveness caused by service integration

Efficiency criteria and standards
See Criteria and standards

Elderly
5, 8, 21, 29, 33, 45, 46, 53, 55, 68, 79, 80, 91, 100, 106, 129, 130, 142, 185, 186, 192, 204, 219, 244, 263, 267, 292, 336, 343, 352, 356, 357, 358, 359, 360, 361, 374, 380, 385, 391, 429, 437, 438, 439, 440, 441, 442, 443, 444, 445, 446, 448, 466, 504, 515, 517, 570, 579, 590, 598

Elderly (escort services for)
See Escort services for disabled or older persons

Elderly (medical care for)
See Medicare

Elderly (transportation for)
See Transportation for disabled or older persons

Elderly activity groups
See Senior citizen activity groups

Eligibility requirements (client)
See Client eligibility requirements

Eligibility requirements (determination of)
See Determination of eligibility requirements

Eligibility requirements (standardization of client)
See Standardization of client eligibility requirements

Emergency health services
See Emergency medical services

Emergency medical services
19, 21

Emergency mental health services
141, 272, 456

Emergency services
See also Disaster services
Emergency medical services
Emergency mental health services
Emergency shelter care for dependent children
517, 524

Emergency shelter care for dependent children
19

Emergency shelter services
See Emergency shelter care for dependent children

Emotionally disturbed adults
See also Child abusers
365, 456, 537

Emotionally disturbed minors
353, 365

Employment agency services
See Job placement and referral services

Employment classification of staff
See Staff job classification

Employment counseling
See also Vocational counseling
232

Employment development services
See Job development services

Employment placement and referral services
See Job placement and referral services

Employment-related physical examination services
557

Employment-related services
See also Employment counseling
Employment-related physical examination services
Federal employment programs
Job development services
Job placement and referral services
Manpower development and training services
Sheltered employment services
Vocational counseling
Vocational rehabilitation services
30, 96, 101, 130, 133, 136, 150, 167, 175, 189, 272, 273, 277, 296, 323, 331, 500, 517, 524, 557

Environmental education and advocacy services
96

Environmental protection and sanitation services
See also Air pollution control services
Demolition of inadequate housing
Environmental education and advocacy services
Trash and garbage collection, treatment, and disposal
21, 517

Environment building for integration
51, 64, 69, 191, 231, 266, 340

Escort services for disabled or older persons
579

Establishment/development of day care services
42, 45

Evaluation (personnel)
See Personnel evaluation

Evaluation against standards
15, 18, 24, 43, 55, 67, 71, 80, 95, 100, 101, 111, 112, 116, 120, 122, 123, 127, 128, 174, 184, 187, 194, 201, 216, 280, 362, 370, 394, 395, 397, 538, 542, 564

Evaluation and testing services
See Vision testing and evaluation services

Evaluation methodology
See also A-95 plan evaluation
Client impact evaluation
Continuity of service to clients
Cost criteria and standards
Cost/effectiveness criteria and standards
Criteria and standards
Effectiveness criteria and standards
Evaluation against standards
Evaluation of human service agencies
Evaluation of service system operations
Evaluation via client satisfaction
Integrated vs. nonintegrated performance evaluation
Intersystem performance evaluation
Legislative priorities
Political value judgements
Priorities
Priorities of government
Public priorities
Service accessibility to clients
Service level criteria and standards
Service outcome evaluation
Service system plan evaluation
Subjective evaluation methods
58, 193, 195, 499, 502

Evaluation of client impact
See Client impact evaluation

Evaluation of human service agencies
42, 43, 55, 60, 95, 122, 123, 153, 177, 192, 235, 246, 269, 321, 347, 354, 390, 502, 535

Evaluation of service system operations
See also Service outcome evaluation
35, 43, 54, 55, 56, 71, 80, 91, 95, 100, 111, 112, 124, 131, 143, 145, 157, 158, 163, 171, 172, 184, 191, 194, 204, 216, 223, 244, 246, 256, 257, 258, 259, 275, 278, 283, 285, 299, 305, 307, 308, 309, 310, 311, 312, 313, 314, 315, 316, 357, 358, 359, 360, 361, 362, 396, 403, 414, 441, 444, 447, 474, 482, 502, 504, 506, 568, 588

Evaluation via client satisfaction
27, 323, 356, 380, 409, 564

Existing services (reorganization of)
See Reorganization of human services

Ex-offenders (transitional services)
See Transitional services for ex-offenders

Extended care and nursing home services
182, 404, 443, 448

Eye testing and evaluation services
See Vision testing and evaluation services

Facilitating client access to service system
See also Removal of physical barriers to client access
35, 50, 72, 155, 156, 192, 207

Facilities and plant operation and management
See Plant facilities operation and management

Families (foster)
See Foster families

Families with dependent children
30, 59, 133, 142, 217, 218, 231, 296, 365, 382, 386, 414, 484, 491, 509, 510, 511, 524, 546, 551, 556, 559, 581

Family life education services
176, 364, 366, 405, 411, 415, 510

Family planning counseling services
96, 198, 277, 524

Family planning education services (community)
See Community family planning education services

Family profiles
491, 581

Feasibility studies
See also Feasibility studies re reorganization of existing services
36, 54, 194, 195, 168, 280, 282, 317, 357, 358, 359, 360, 361, 491, 527, 572

Feasibility studies re reorganization of existing services
429, 569

Federal agencies (non-DHEW service-related)
See Non-DHEW service-related Federal agencies

Federal categorical grants/funds
14, 61, 107, 129, 340

Federal-county government relationships
560

Federal data and information systems
9

Federal employment programs
17

Federal funds for regional human services
421

Federal Government-private organization relationships
13, 36

Federal grants/funds for human services
See also Block grants
CETA grants
Federal categorical grants/funds
Federal funds for regional human services
Federal matching funds
Formula grants/funds
Partnership grants
SITO grants
6, 30, 36, 130, 166, 176, 200, 214, 229, 294, 418, 420, 421, 471, 512, 513, 518

Federal-local government relationships
See also Federal-county government relationships
Federal-municipal government relationships
73, 100

Federally funded programs and legislation/regulations re integrated services
See Legislation/regulations and federally funded programs re integrated services

Federally funded programs re integrated services
See also CETA grants
Partnership grants
SITO grants
8, 11, 12, 25, 50, 217, 218, 229, 249, 266, 382

Federal matching funds
11, 12, 61

Federal-multistate regional government relationships
155

Federal-municipal government relationships
420, 421, 560

Federal-nonfederal government/private organization relationships
See also Federal-county government relationships
Federal Government-private organization relationships
Federal-local government

relationships
Federal-multistate regional government relationships
Federal-municipal government relationships
Federal-State government relationships
Federal-substate regional government relationships
159, 195, 201, 282

Federal noninsurance income supplementation programs
See also Supplemental security income
142, 592, 593

Federal planning
483

Federal service-related agencies
See DHEW agencies
Non-DHEW service-related Federal agencies

Federal-State government relationships
8, 11, 12, 13, 65, 242, 382, 417, 420, 421, 471, 478, 500, 560

Federal-substate regional government relationships
8, 471

Feedback techniques (consumer)
See Consumer feedback techniques

Financial accountability for grants/funds re agency
See Agency accountability for grants/funds

Financial assistance (emergency)
See Emergency services

Financial assistance (legislative/regulatory constraints re)
See Legislative/regulatory constraints re funding

Financial assistance for health services
See Medicaid

Financial assistance for housing
See Emergency shelter care for dependent children
Rent supplement services

Financial management (human services agency)
See Human services agency financial management

Financial management (integration-oriented)
See Integration-oriented grants management

Financial management procedural constraints
65, 190, 493

Financial needs measurement/forecasting (agency)
See Agency financial needs measurement/forecasting

Financial support (acquisition of charitable)
See Acquisition of charitable organization financial support

Financing mechanisms re service integration
See Fiscal linkage methods

Fire fighting and prevention services
See Fire fighting services

Fire fighting services
47

Fiscal linkage methods
See also Block grants
Centralized budgeting
General revenue sharing
Integration-oriented grants management
Joint funding
Purchasing of services
36, 137, 200, 294

Flow control (client)
See Client flow control

Follow-up (service)
See Service follow-up

Follow-up techniques via consumer feedback
See Consumer feedback techniques

Food and nutrition services
See also Food provision services
Food stamp issuance services
Meal services
Nutrition services
189

Food provision services
96

Food purchase assistance services
See Food stamp issuance services

Food stamp issuance services
91

Forecasting (social)
See Social forecasting

Forecasting/measurement (agency financial needs)
See Agency financial needs measurement/forecasting

Forecasting/measurement (agency manpower needs)
See Agency manpower needs measurement/forecasting

Forecasting/measurement (areawide needs)
See Areawide needs measurement/forecasting

Forecasting/measurement (areawide utilization)
See Areawide utilization measurement/forecasting

Forecasting/measurement (program-specific needs)
See Program-specific needs measurement/forecasting

Forecasting/measurement (program-specific utilization)
See Program-specific utilization measurement/forecasting

Forecasting/measurement (service system impact)
See Service system impact measurement/forecasting

Forecasting/measurement and needs assessment methodology
See Measurement/forecasting and needs assessment methodology

Forecasting/measurement information/data needs (agency)
See Agency information/data needs measurement/forecasting

Forecasting/measurement methods (needs)
See Needs measurement/forecasting methods

Forecasting/measurement methods (performance of service system)
See Service system performance measurement/forecasting methods

Forecasting/measurement methods (utilization)
See Utilization measurement/forecasting methods

Forecasting/measurement re service system cost
See Service system cost measurement/forecasting

Formal educational instruction services
See also Higher education services
Preschool education services
Special education for culturally disadvantaged
Special education services
Vocational education services
4, 21

Formula grants/funds
63, 223, 408

Foster children
150, 182, 184, 350, 414

Foster families
163, 350

Foster family care (services re)
See Services re foster family care

Foundation grants for human services
136

Fragmentation re services delivered (reduction of)
See Reduction of fragmentation re services delivered

Funding
See also Acquisition of charitable organization financial support
Acquisition of government grants/contracts
Fund raising
General revenue sharing
Joint funding
Revenue sharing
Specialized revenue sharing
16, 25, 45, 72, 101, 111, 112, 132, 144, 167, 204

Funding (legislative/regulatory constraints re)
See Legislative/regulatory constraints re funding

Fund raising
See also Acquisition of charitable organization financial support
Acquisition of government grants/contracts
136

Funds (Federal categorical)
See Federal categorical grants/funds

Funds for human services (matching)
See Federal matching funds

Funds for regional human services (Federal)
See Federal funds for regional human services

Funds/grants (agency accountability)
See Agency accountability for grants/funds

Funds/grants (formula)
See Formula grants/funds

Funds/grants for human services (Federal)
See Federal grants/funds for human services

Funds/grants for human services (local)
See Local grants/funds for human services

Funds/grants for human services (private)
See Private grants/funds for human services

Funds/grants for human services (State)
See State grants/funds for human services

Gaps and shortfalls in services (identification of)
See Identification of service gaps/shortfalls

Garbage and trash collection, treatment, and disposal
See Trash and garbage collection, treatment, and disposal

General medical diagnostic services
365

General revenue sharing
65, 72

Geographic accessibility of services
See also Colocation of services
318, 422, 589

Goal setting/policymaking
21, 58, 99, 100, 101, 132, 140, 159, 163, 169, 174, 189, 193, 233, 234, 244, 245, 247, 249, 259, 260, 262, 265, 275, 323, 324, 325, 326, 327, 328, 336, 364, 366, 376, 377, 378, 379, 383 392, 393,

403, 405, 407, 411, 470, 483, 484, 491, 511, 536, 537, 544, 545, 562, 583,

Governance (horizontal)
See Horizontal governance

Governance methods
See Methods of governance

Government (linkages between different levels)
See Linkages between different levels of government

Government (priorities)
See Priorities of government

Governmental and intergovernmental/private organization relationships
See Intergovernmental and governmental/private organization relationships

Government grants/contracts (acquisition)
See Acquisition of government grants/contracts

Government grants/funds for human services
See Federal grants/funds for human services

Government/private organization relationships re intrastate
See Intrastate government/private organization relationships

Government regulated services re State
See State-regulated services

Government role in planning
11, 12, 21, 37, 100, 191, 212, 220, 229, 247, 383, 407, 483, 528, 594

Government service-related organizations
See Councils of governments
County human service agencies
DHEW agencies
Legislative bodies
Local human service agencies
Local planning agencies
Local service-related agencies
Municipal human service agencies
Non-DHEW service-related Federal agencies
State human services agencies
State legislatures
State offices of management and budget
State planning agencies
State service-related agencies
Substate regional human service agencies
Substate regional planning agencies

Grants (block)
See Block grants

Grants (CETA)
See CETA grants

Grants (partnership)
See Partnership grants

Grants (SITO)
See SITO grants

Grants administration
See also Integration-oriented grants management
214

Grants/contract administration
See also Contract administration
Grants administration
Integration-oriented grants management
16, 101

Grants/contracts (acquisition of government)
See Acquisition of government grants/contracts

Grants for human services (foundation)
See Foundation grants for human services

Grants/funds (agency accountability)
See Agency accountability for grants/funds

Grants/funds (Federal categorical)
See Federal categorical grants/funds

Grants/funds (formula)
See Formula grants/funds

Grants/funds for human services (Federal)
See Federal grants/funds for human services

Grants/funds for human services (local)
See Local grants/funds for human services

Grants/funds for human services (private)
See Private grants/funds for human services

Grants/funds for human services (State)
See State grants/funds for human services

Grants management (integration-oriented)
See Integration-oriented grants management

Grants to States for services (in Social Security Act)
See Title XX

Group home services
See also Mental health halfway house services
136

Guidance services (adoption placement and supervision)
See Adoption placement, supervision, and counseling services

Guidelines (modification of program/regulations)
See Modification of regulations/program guidelines

Guidelines re confidentiality of data and information
9, 83

Halfway house services
See Mental health halfway house services

Handicapped (mentally)
See Mentally handicapped

Handicapped (physically)
See Physically disabled (long-term/permanent)

Handicapped adults (mentally)
See Mentally handicapped adults

Handicapped minors (mentally)
See Mentally handicapped minors

Health delivery services
See also Alcohol abuse services
Community clinic services
Drug abuse services
Emergency medical services
Emergency mental health services
Employment-related physical examination services
Extended care and nursing home services
Health insurance services
Home nursing services
Inpatient hospital services
Inpatient psychiatric services
Inpatient rehabilitation services
Intermediate care services
Long-term nonhospital, medically related institutional services
Medicaid
Medicare
Mental health diagnostic/evaluation services
Mental health education/information services
Mental health halfway house services
Mental health services
Outpatient health services
Outpatient medical treatment
Outpatient mental health services
Outpatient rehabilitation services

Prepaid health care services
Therapeutic counseling
29, 96, 113, 163, 331, 412, 415, 490, 517

Health, Education, and Welfare (Department of)
See DHEW agencies

Health information and advocacy services
4

Health insurance services
See also Medicaid
Medicare
365

Health maintenance organizations
See Prepaid health care services

Health services
See also Alcohol abuse services
Community clinic services
Community family planning education services
Developmental disabilities counseling and information services
Diagnostic/evaluation services for developmental disabilities
Diagnostic/evaluation services for mental retardation
Drug abuse services
Emergency medical services
Emergency mental health services
Employment-related physical examination services
Extended care and nursing home services
Family planning counseling services
General medical diagnostic services
Health delivery services
Health information and advocacy services
Health insurance services
Home nursing services
Inpatient hospital services
Inpatient psychiatric services
Inpatient rehabilitation services
Intermediate care services
Long-term nonhospital, medically related institutional services
Medicaid
Medicare
Mental health diagnostic/evaluation services
Mental health education/information services
Mental health halfway house services
Mental health services
Mental retardation counseling and information services
Outpatient health services
Outpatient medical treatment
Outpatient mental health services
Outpatient rehabilitation services
Pregnancy counseling/information services
Prepaid health care services
Public health nursing services
Public health services
Therapeutic counseling
Vision testing and evaluation services
45, 100, 122, 130, 182, 273, 323, 331, 341, 354, 365, 371, 375, 386, 389, 449, 452, 504, 521, 524, 557, 572, 576

HEW agencies
See DHEW agencies

Higher education services
75

HMO services
See Prepaid health care services

Homemaker education services
176

Homemaker services
See also Homemaker education services
Home nursing services
53, 70, 96, 182, 343, 375, 581

Home nursing services
115, 374, 375, 515

Home repair or renovation services
30

Homes for the elderly
See Extended care and nursing home services

Horizontal governance
597

Hospital services (inpatient)
See Inpatient hospital services

Housing (services re substitute living/residential arrangements)
See Services re substitute living/residential arrangements

Housing assistance services (noninstitutional)
See Noninstitutional housing assistance services

Housing inspection services
See Housing quality services

Housing loan services (for low-to-moderate income housing)
See Low-to-moderate income housing loan services

Housing quality services
See also Home repair or renovation services
130, 173, 272, 273, 277

Housing rehabilitation services
See Home repair or renovation services

Housing services (public)
See Public housing services

HUD Capacity-Building grants
See Federally funded programs re integrated services

Human relations services (community)
See Community human relations services

Human service agencies (municipal)
See Municipal human service agencies

Human service boards/councils/advisory panels
76, 207, 270, 431, 569

Human service clients by age groups
See Abused children
Child abusers
Educationally disadvantaged adults
Elderly
Emotionally disturbed adults
Emotionally disturbed minors
Families with dependent children
Foster children
Foster families
Juvenile delinquents
Mentally handicapped adults
Mentally handicapped minors
Minority adults
Minority minors
Minors
Miscreant minors
Neglected children
Retired persons
Runaway minors
Socially disadvantaged adults
Socially disadvantaged minors
Unskilled workers
Veterans

Human service organizations
See also County human service agencies
Federal human service agencies
Local human service agencies
Municipal human service agencies
Private nonprofit service delivery organizations
State human service agencies
Substate regional human service agencies
93, 118, 153, 177, 422, 456, 457, 468, 497

Human service-related organizations

See Centralized administrative arrangements
Centralized administrative/decentralized delivery arrangements
Centralized delivery arrangements
College/university research centers
College/university service educational departments
Councils of governments
County human service agencies
Decentralized administrative arrangements
Decentralized administrative/decentralized delivery arrangements
Decentralized delivery arrangements
DHEW agencies
Human service boards/councils/advisory panels
Human service organizations
Legislative bodies
Local human service agencies
Local planning agencies
Local service-related agencies
Multistate regional public interest groups
Multistate regional service-related agencies
Municipal human service agencies
National public interest groups
Non-DHEW service-related Federal agencies
Nonprofit service-related organizations
Organizational/administrative arrangements re human services delivery
Planning agencies
Private nonprofit service delivery organizations
Profession-oriented nonprofit service-related organizations
Public interest groups
Service-related educational institutions
State-administered services
State human service agencies
State legislatures
State offices of management and budget
State planning agencies
State-regulated services
State service-related agencies
State-supervised services
Substate regional human service agencies
Substate regional planning agencies

Human services (reorganization of)

See Reorganization of human services

Human services agency financial management

See also Acquisition of charitable organization financial support
Acquisition of government grants/contracts
Agency accountability for grants/funds
Agency accounting/auditing methods
A-95 review authority
Block grants
Budgeting methods
Centralized budgeting
CETA grants
Contract administration
Federal categorical grants/funds
Federal funds for regional human services
Federal grants/funds for human services
Federal matching funds
Fiscal linkage methods
Formula grants/funds
Foundation grants for human services
Funding
Fund raising
General revenue sharing
Grants administration
Grants/contract administration
Integration-oriented grants management

Joint funding
Local grants/funds for human services
Measurement of service system cost savings
Partnership grants
Private grants/funds for human services
Purchasing of services
Revenue sharing
Service system cost accounting
Service system cost auditing
SITO grants
Specialized revenue sharing
State grants/funds for human services
State matching funds
Unit cost determination
2, 100, 115, 122, 202, 269, 330, 492

Human services classifications and taxonomies
See Classifications/taxonomies of human services

Human services delivery (administration of)
See Administration of human services delivery

Human services delivery (organizational/administrative arrangements re)
See Organizational/administrative arrangements re human services delivery

Human services delivery systems (State/local legislation/regulations re)
See State/local legislation/regulations re human services delivery systems

Human services planning
See Planning for human services

Human services planning (organizing for)
See Organizing for human service planning

Human services planning agencies
See Planning agencies

Identification of providers
50, 580, 599

Identification of service gaps/shortfalls
161, 382, 483, 543

Impact evaluation (client)
See Client impact evaluation

Impact indexes (service system)
See Service system impact indexes

Impact measurement/forecasting (service system)
See Service system impact measurement/measurement

Implementation of reorganization
492, 566

Improved service delivery
104, 199, 267, 284, 331, 346, 365, 422, 490

Inadequate community relations
See Community resistance to services integration
Lack of political support

Inadequate staff relations
See also Skepticism re loss of autonomy
Skepticism re loss of seniority/status
66

Income insurance programs
See also Retirement/pension services/programs
Supplemental security income
Unemployment compensation programs
Workmen's compensation programs
91, 272, 372

Income maintenance programs
See Income insurance programs

Income provision services
See also Federal noninsurance income supplementation programs
Income insurance programs

Income supplementation programs
Retirement/pension services/programs
State mandatory and optional income supplementation
Supplemental security income
Unemployment compensation programs
Workmen's compensation programs
96, 100, 148, 149, 202, 249, 296, 382, 517, 543

Income supplementation programs
See also Federal noninsurance income supplementation programs
State mandatory and optional income supplementation
Supplemental security income
25, 91

Indexes (cost)
See Cost indexes

Indexes (cost/effectiveness)
See Cost/effectiveness indexes

Indexes (needs)
See Needs indexes

Indexes (service system impact)
See Service system impact indexes

Indexes (utilization)
See Utilization indexes

Indicators (social)
See Social indicators

Indicators research (social)
See Social indicators research

Indigents
462

Individual client needs (coordinated assessment of)
See Coordinated assessment of individual client needs

Information (agency policy re confidentiality of client)
See Agency policy re confidentiality of client information

Information and advocacy services re health
See Health information and advocacy services

Information and counseling services (mental retardation)
See Mental retardation counseling and information services

Information and data (confidentiality of)
See Confidentiality of data and information

Information and data (legal problems re confidentiality)
See Legal problems re confidentiality of data and information

Information and data (legislation/regulations re confidentiality)
See Legislation/regulations re confidentiality of data and information

Information and data systems
See Computerized data and information systems
Data and information systems
Federal data and information systems

Information and data systems (computerized)
See Computerized data and information systems

Information and data systems (local)
See Local data and information systems

Information and data systems (State)
See State data and information systems

Information and data systems (substate regional)
See Substate regional data and information systems

Information and organization services (community)
See Community information and organization services

Information and referral (client)
See Client referral

Information/data needed for planning
See Data/information needed for planning

Information/data needs measurement/forecasting (agency)
See Agency information/data needs measurement/forecasting

Information/data resource inventorying
29, 262, 338, 344, 363, 371, 388, 423, 441, 442, 444, 512, 516, 524, 554

Information gathering (control of)
See Control of information gathering

Information management systems
See Management information systems

Information services
See also Communication and public information services
Communitywide information and referral agencies
Library services
35, 53, 80, 121, 207, 290, 547, 580

Information services (community)
See Community information and organization services

Information services (developmental disabilities)
See Developmental disabilities counseling and information

Information services (mental health)
See Mental health education/information services

Information sharing (plan/program)
See Plan/program information sharing

Information systems (management)
See Management information systems

Initiation authority (program)
See Program initiation authority

Innovation transfer
See Transfer of technology

Inpatient hospital services
See also Inpatient psychiatric services
Inpatient rehabilitation services
140, 434

Inpatient psychiatric services
89, 499

Inpatient rehabilitation services
67, 488

Inputs to planning activities
See also A-95 review authority
Cost/effectiveness indexes
Cost indexes
Data-information needed for planning
Decisionmaking authority
Identification of providers
Identification of service gaps/shortfalls
Legal authority/mandate
Legislative priorities
Needs indexes
Organizational capabilities/capacity
Planning capabilities/capacity
Political value judgments
Program initiation authority
Provider inputs to planning
Public inputs to planning
Public priorities
Service delivery capabilities/capacity

Service system impact indexes
Social indicators
Standardization of planning activities
Statistical data needed for planning
Utilization indexes
78, 132, 209, 281

Inservice training
See Personnel development/training

Institutional services
See also Correctional institutional care
Extended care and nursing home services
Group home services
Inpatient hospital services
Inpatient psychiatric services
Inpatient rehabilitation services
Long-term nonhospital medically related institutional services
Mental health halfway house services
29 96, 374

Instruction services
See Formal educational instruction services

Instruments (planning)
See Planning instruments

Insurance programs/services
See also Health insurance services
Income insurance programs
Medicaid
Medicare
Retirement/pension services/programs
Supplemental security income
Unemployment compensation programs
Workmen's compensation programs
412

Intake linkage methods
See also Centralized intake
155, 156, 187

Intake of clients
See Client intake

Integrated services (federally funded)
See Federally funded programs re integrated services

Integrated services (legislation/regulations)
See Legislation/regulations re integrated services

Integrated services (legislation/regulations and federally funded programs for)
See Legislation/regulations and federally funded programs for integrated services

Integrated services administration (educational programs)
See Educational programs re administration of integrated services

Integrated service system models
108, 220, 335, 396

Integrated vs. nonintegrated performance evaluation
174, 187, 216, 220

Integration (economic reasons for)
See Economic reasons for services integration

Integration (environment building for)
See Environment building for services integration

Integration (professional resistance to)
See Professional resistance to integration

Integration (skepticism re benefits of)
see Skepticism re benefits of integration

Integration methodology for services
See Services integration methodology

Integration of services (community resistance to)
See Community resistance to services integration

Integration of services (lack of management knowhow)
See Lack of management knowhow re integration of services

Integration of services (program effectiveness caused by)
See Program effectiveness caused by services integration

Integration of services (reasons for)
See Reasons for services integration

Integration-oriented grants management
81

Integration-oriented keeping of client records
84, 105, 143, 162, 258, 301, 573, 574

Integrative planning/programming
See also Centralized budgeting
Environment building for integration
Joint development of programs
Joint planning
Linkages between human service planning and economic development
Linkages between human service planning and physical development
Mandated joint planning
Plan/program information sharing
Voluntary/cooperative joint planning
32, 37, 38, 39, 40, 41, 69, 77, 81, 86, 102, 108, 331, 340, 371, 390, 433, 472, 484, 493, 505, 522, 523, 527, 531, 533, 573, 574, 575, 594, 597

Interagency communication mechanisms
See also Service provider reporting requirements
51, 64, 88, 100, 207, 258, 270, 341, 523

Intergovernmental and governmental/private organization relationships
See Federal-county government relationships
Federal government-private organization relationships
Federal-local government relationships
Federal-multistate regional government relationships
Federal-municipal government relationships
Federal-nonfederal government/private organization relationships
Federal-State government relationships
Federal-substate regional government relationships
Interlocal government relationships
Intrastate government/private organization relationships
Local government-private organization relationships
Multistate-intrastate government/private organization relationships
Multistate regional government-substate regional government relationships
Municipal government-private organization relationships
Program initiation authority
State government-county government relationships
State government-local government relationships
State government-municipal government relationships
State government-private organizaation relationships
State government-substate government relationships

Interlevel linkages in government
See Liaison between different levels of government
Linkages between different levels of government

Interlocal government relationships
76, 224, 248

Intermediate care services
182

Intersystem performance evaluation
See also Integrated vs. nonintegrated performance evaluation
92, 225, 283

Intrastate government/private organization relationships
See also Interlocal government relationships
Local government-private organization relationships
Municipal government-private organization relationships
State government-county government relationships
State government-local government relationships
State government-municipal government relationships
State governemtn-private organization relationships
State government-substate government relationships
280, 282

Intrastate-multistate government/private organization relationships
See Multistate-intrastate government/private organization relationships

Inventorying manpower resources
See Manpower resources inventorying

Inventorying methods (resource)
See Resource inventorying methods

Investigation of possible child abuse or neglect
19, 138

Job classification of staff
See Staff job classification

Job development services
See also Federal employment programs
Sheltered employment services
557

Job placement and referral services
See also Employment-related physical examination services
Federal employment programs
Job development services
Manpower development and training services
Sheltered employment services
Vocational rehabilitation services
167, 555

Job-related services
See Employment-related services

Job training services
See Manpower development and training services

Joint assessment of individual client needs
See Coordinated assessment of individual client needs

Joint development of programs
92

Joint funding
32

Joint location of services
See Colocation of services

Joint planning
See also Joint development of programs
Mandated joint planning
Voluntary/cooperative joint planning
28, 167, 178, 199

Joint staffing
See Staff colocation

Juridical, public safety, and law enforcement services
See Public safety, law enforcement, and juridical services

172

Juridical services
See also Court services to protect children
7, 31

Jurisdictions (planning)
See Planning jurisdictions

Juvenile delinquents
7, 32, 183, 188, 274, 342, 349, 418, 453, 480, 521, 529, 530, 600

Juvenile probation and parole services
453, 480

Juveniles
See Minors

Juveniles (minority)
See Minority minors

Lack of capabilities/capacity
See also Lack of management knowhow re integration of services
Lack of organizational capabilities/capacity
Lack of planning capabilities/capacity
Lack of service delivery capabilities/capacity
174, 187, 199, 248, 300

Lack of management knowhow re integration of services
28, 227

Lack of organizational capabilities/capacity
See also Lack of management knowhow re integration of services
37, 92, 299, 317, 500, 543

Lack of planning capabilities/capacity
229, 317

Lack of political support
248

Lack of service delivery capabilities/capacity
271, 457, 543

Lateral governance
See HORIZONTAL GOVERNANCE

Law enforcement, public safety, and juridical services
See Public safety, law enforcement, and juridical services

Law enforcement services
See also Detention for alleged law violations
Investigation of possible child abuse or neglect
47, 190

Lawmakers/lawmaking bodies
See Legislative bodies

Law violations (detention for alleged)
See Detention for alleged law violations

Legal aid services
See Legal and defense services

Legal and defense services
215, 228, 272, 277, 517, 524

Legal authority/mandate
See also A-95 review authority
Decisionmaking authority
Program initiation authority
9, 302, 519

Legal problems re confidentiality of data and information
57, 228

Legislation/regulations and federally funded programs re integrated services
See Agency accountability for grants/funds
Agency-legislative body liaison
A-95 review authority
CETA grants
Decisionmaking authority
Federally funded programs re integrated services
Guidelines re confidentiality of data and information
Legal authority/mandate
Legal problems re confidentiality

of data and information
Legislation/regulations re confidentiality of data and information
Legislation/regulations re integrated services
Legislative priorities
Modification of regulations/program guidelines
Partnership grants
Program initiation authority
Reporting requirements
Service provider reporting requirements
SITO grants
Standardization of client eligibility requirements
State/local legislation/regulations re human service delivery systems
State reporting requirements
Title XX
Waivers

Legislation/regulations re confidentiality of data and information
9, 34, 83, 252

Legislation/regulations re integrated services
See also Title XX
50, 63, 73, 142, 168, 175

Legislative bodies
See also State legislatures
526

Legislative body-agency liaison
See Agency-legislative body liaison

Legislative priorities
396, 408, 483

Legislative/regulatory constraints
See also Legal problems re confidentiality of data and information
Legislative/regulatory constraints re administration/organization
Legislative/regulatory constraints re community participation
Legislative/regulatory constraints re delivery
Legislative/regulatory constraints re funding
Legislative/regulatory constraints re planning
Legislative/regulatory constraints re reporting requirements
2, 8, 78, 85, 92, 137, 155, 156, 271, 433, 499

Legislative/regulatory constraints re administration/organization
See also Legal problems re confidentiality of data and information
Legislative/regulatory constraints re community participation
Legislative/regulatory constraints re reporting requirements
155, 156, 271, 317

Legislative/regulatory constraints re community participation
15

Legislative/regulatory constraints re delivery
25

Legislative/regulatory constraints re funding
25, 98

Legislative/regulatory constraints re planning
98

Legislative/regulatory constraints re reporting requirements
57, 98, 155

Liaison (agency-legislative body)
See Agency-legislative body liaison

Liaison between different levels of government
229, 567

Library services
190

Linkage methods (administrative)
See Administrative linkage methods

Linkage methods (core services)
See Core services linkage methods

Linkage methods (direct service)
See Direct service linkage methods

Linkage methods (fiscal)
See Fiscal linkage methods

Linkage methods (intake)
See Intake linkage methods

Linkage methods (outreach)
See Outreach linkage methods

Linkage methods (personnel)
See Personnel linkage methods

Linkages between different levels of government
See also Agency-legislative body liaison
Liaison between different levels of government
31, 137, 221, 222, 282

Linkages between human service planning and economic development
69, 90, 382

Linkages between human service planning and physical development
69, 106, 132

Living/residential arrangements (services re substitute)
See Services re substitute living/residential arrangements

Loan services re low-to-moderate income housing
See Low-to-moderate income housing loan services

Local data and information systems
3, 23, 26, 84, 101, 105, 235, 325, 492, 571, 580

Local government-private organization relationships
See also Municipal government-private organization relationships
28, 46, 74, 100, 102, 141, 270

Local government-State government relationships
See State government-local government relationships

Local grants/funds for human services
136

Local human service agencies
See also County human service agencies
Municipal human service agencies
29, 31, 37, 60, 70, 73,81, 85, 98, 100, 102, 115, 121, 190, 192, 208, 231, 255, 266, 416, 523

Local planning
See also County planning
Municipal planning
37, 42, 44, 81, 126, 127, 128, 143, 145, 191, 212, 239, 244, 270, 276, 355, 475, 527, 542

Local planning agencies
98, 100, 363, 475

Local reorganization of human services
19, 37, 109, 190, 245, 248, 331, 569, 571

Local service-related agencies
See also County human service agencies
Local human service agencies
Local planning agencies
Municipal human service agencies
3, 74, 120, 130, 132, 191, 194, 195, 197, 248, 280, 315, 451, 542

Local/State legislation/regulations re human services delivery systems
See State/local legislation/regulations re human services delivery systems

Long-term nonhospital, medically related institutional services
See also Extended care and nursing home services
343, 357, 358, 359, 360, 361, 498

Low-income families and persons
See Economically disadvantaged

Low-income housing loan services
See Low-to-moderate income housing loan services

Low-income workers
595

Low-to-moderate income housing loan services
100

Low-to-moderate income housing services
See Emergency shelter care for dependent children
Low-to-moderate income housing loan services
Public housing services

Management (case)
See Case management

Management (financial procedural constraints)
See Financial management procedural constraints

Management and budget (State offices of)
See State offices of management and budget

Management and operation of plant and facilities
See Plant and facilities operation and management

Management by objectives
134, 186, 393, 534, 535

Management information systems
2, 3, 37, 84, 103 105, 146, 162, 163, 208, 237, 269, 325, 401, 463, 464, 465, 496, 522, 524, 561, 575

Management knowhow re integration of services (lack of)
See Lack of management knowhow re integration of services

Management methods (governance)
See Methods of governance

Management of integration-oriented grants
See Integration-oriented grants management

Management reorganization strategies
468, 492, 497

Management technology re services
See Agency accountability for grants/funds
Agency internal record keeping
Agency policy re confidentiality of client information
Client characteristic data
Client data collection
Client records
Client records processing
Client's right to know
Client tracking methods
Computerized data and information systems
Confidentiality of data and information
Control of information gathering
Cost/effectiveness indexes
Cost indexes
Data analysis
Data and information systems
Data collection and management
Data processing
Data sources and access thereto
Decision theory
Demographic data
Economic data
Family profiles
Federal data and information systems
Goal setting/policy making
Guidelines re confidentiality of data and information
Horizontal governance
Integrated service system

models
Integration-oriented keeping of client records
Interagency communication mechanisms
Legal problems re confidentiality of data and information
Legislation/regulations re confidentiality of data and information
Local data and information systems
Management by objectives
Management information systems
Mathematical models
Matrix theory
Methods of governance
Needs indexes
Organizational capabilities/capacity
Planning capabilities/capacity
Planning theory and studies
Problem definition methods
Reporting requirements
Security measures re confidentiality of information
Service delivery capabilities/capacity
Service provider reporting requirements
Service system cost accounting
Service system cost auditing
Service system impact indexes
Service system models
Simulations
Social indicators
Social indicators research
Social simulations
Social systems analysis
State data and information systems
State reporting requirements
Statistical data needed for planning
Systems analysis
Transfer of technology
Utilization indexes
Vertical governance

Mandated coordination of services delivery
187, 199

Mandated joint planning
199, 454

Mandate/legal authority
See Legal authority/mandate

Manpower development and training services
See also Vocational rehabilitation services
17, 21, 109, 143, 176, 178, 409, 462, 482, 504, 533, 540, 555, 557, 566, 585, 595

Manpower needs measurement/forecasting (agency)
See Agency manpower needs measurement/forecasting

Manpower resource inventorying
281, 412, 416, 540

Matching funds (Federal)
See Federal matching funds

Mathematical analysis
See Data analysis
Decision theory
Integrated service system models
Mathematical models
Matrix theory
Service system models
Simulations
Social simulations
Social systems analysis
Systems analysis

Mathematical models
94, 277, 444, 544

Matrix theory
368, 410, 493

MBO
See Management by objectives

Meal services
189, 272

Measurement/forecasting and needs assessment methodology
See Agency financial needs measurement/forecasting
Agency information/data needs measurement/forecasting
Agency manpower needs measurement/forecasting
Areawide needs measurement/forecasting
Areawide utilization measurement/forecasting
Cost/effectiveness indexes
Cost indexes
Information/data resource inventorying
Manpower resource inventorying
Measurement of service system cost savings
Needs indexes
Needs measurement/forecasting methods
Program-specific needs measurement/forecasting
Program-specific utilization measurement/forecasting
Resource inventorying methods
Service system cost auditing
Service system cost measurement/forecasting
Service system impact indexes
Service system impact measurement/forecasting
Service system performance measurement/forecasting methods
Social forecasting
Utilization indexes
Utilization measurement/forecasting methods

Measurement of service system cost savings
384

Mediated coordination of services delivery
231

Medicaid
25, 91

Medical aid for economically disadvantaged (State/Federal)
See Medicaid

Medical care services
See Medicare

Medical diagnostic services
See General medical diagnostic services

Medical examination re employment
See Employment-related physical examination services

Medical services (emergency)
See Emergency medical services

Medical services (outpatient)
See Outpatient medical treatment

Medicare
25, 91

Mental health diagnostic/evaluation services
365

Mental health education/information services
104

Mental health halfway house services
556

Mental health services
See also Alcohol abuse services
Drug abuse services
Emergency mental health services
Inpatient psychiatric services
Mental health education/information services
Mental health halfway house services
Outpatient mental health services

Therapeutic counseling
2, 4, 25, 28, 79, 95, 102, 103, 117, 118, 160, 181, 228, 233, 234, 248, 257, 269, 293, 335, 368, 369, 394, 401, 413, 416, 427, 428, 451, 488, 499, 503, 517, 531, 543, 564, 570, 574, 586

Mentally disadvantaged
See also Alcoholics
Child abusers
Developmentally disabled
Drug addicts (other than alcohol/tobacco)
Emotionally disturbed adults
Emotionally disturbed minors
Mentally handicapped
Mentally handicapped adults
Mentally handicapped minors
Mentally ill
86, 517, 532

Mentally disadvantaged (recreation services for)
See Recreation services for the mentally/physically disadvantaged

Mentally disturbed adults
See Emotionally disturbed adults

Mentally disturbed minors
See Emotionally disturbed minors

Mentally handicapped
See also Developmentally disabled
Mentally handicapped adults
Mentally handicapped minors
5, 86, 140, 160, 199, 221, 222,234, 269, 274, 416, 438, 439, 440, 443, 445, 458, 459, 460, 461, 463, 464, 465, 512, 519, 552

Mentally handicapped adults
25, 532

Mentally handicapped minors
178

Mentally ill
See also Alcoholics
Child abusers
Drug addicts (other than alcohol/tobacco)
Emotionally disturbed adults
Emotionally disturbed minors
70, 160, 269, 274, 416, 519, 552

Mental retardation counseling and information services
181, 198

Mental retardation diagnostic/evaluation services
See Diagnostic/evaluation services for mental retardation

Methodology re services integration
See Services integration methodology

Methods of evaluation
See Evaluation methodology

Methods of governance
See also Horizontal governance
Interagency communication mechanisms
Management by objectives
Service provider reporting requirements
Vertical governance
113, 299, 536

Minorities
See also Minority adults
Minority minors
27, 55, 79, 100, 317

Minority adults
55, 446

Minority minors
55, 529, 533

Minors
See also Abused children
Emotionally disturbed minors
Foster children
Juvenile delinquents
Mentally handicapped minors
Minority minors
Miscreant minors
Neglected children
Runaway minors

179

Socially disadvantaged minors
4, 14, 20, 21, 24, 30, 61, 63, 100, 107, 122,136, 163, 166, 167, 169, 231, 458, 459, 460, 461, 517, 524, 526, 543, 555

Minors (emergency shelter for)
See Emergency shelter care for dependent children

Minors (emotionally disturbed)
See Emotionally disturbed minors

Minors (probation and parole services)
See Juvenile probation and parole services

Miscreant adults
See Child abusers

Miscreant minors
See also Juvenile delinquents
Runaway minors
31, 110

Miscreants/delinquents/offenders (alleged or proved)
See also Child abusers
Juvenile delinquents
Miscreant minors
Runaway minors
55

Models
See Simulations

Models (mathematical)
See Mathematical models

Models (service system)
See Service system models

Modification of regulations/program guidelines
See also Waivers
8

Movement of clients through service system (control of)
See Client flow control

Movement of clients through service system (determination of manner)
See Client pathway determination

Multiservice centers
See Centralized delivery arrangements

Multistate regional Federal government relationships
See&ro federal-multistate regional government relationships

Multistate-intrastate government/private organization relationships
See also Multistate regional government-substate regional government relationships
268, 282

Multistate regional government-substate regional government relationships
155, 156

Multistate regional public interest groups
268

Multistate regional service-related agencies
155

Municipal government-private organization relationships
167, 195

Municipal government-State government relationships
See State government-municipal government relationships

Municipal human service agencies
72, 122, 143, 167, 206, 275, 310, 318, 476, 570, 571

Municipal planning
15, 21, 47, 74, 152, 198, 239, 284, 325, 326, 327, 336, 351, 424, 469, 470, 472, 544, 560, 571

National public interest groups
167

Needs (coordinated assessment of individual client)
See Coordinated assessment of individual client needs

Needs assessment and measurement/forecasting methodology
See Measurement/forecasting and needs assessment methodology

Needs determination (individual client)
See Determination of individual client needs

Needs indexes
27, 131, 139, 147, 321, 391, 550, 567

Needs measurement/forecasting methods
See also Agency financial needs measurement/forecasting
Agency information/data needs measurement/forecasting
Agency manpower needs measurement/forecasting
Areawide needs measurement/forecasting
Needs indexes
Program-specific needs measurement/forecasting
20, 24, 132, 178, 184, 244, 259, 275, 455, 499, 542, 548

Needs prioritizing
See also Resource allocation
100, 127, 128, 160, 169, 189, 209, 238, 269, 324, 336, 391, 402, 422, 433, 481, 489, 537, 548, 550, 568, 583, 599

Neglect/abuse of children (investigation of)
See Investigation of possible child abuse or neglect

Neglected children
168, 184, 332, 333, 334, 339, 414, 430, 473, 521, 546

Neglecters/abusers of children (counseling services)
See Counseling services (child abusers/neglecters)

Neighborhood health center services
See Community clinic services

Noncourt services (special) to protect children
See Special noncourt services to protect children

Non-DHEW service-related Federal agencies
166, 418

Nonfederal-Federal Government/private organization relationships
See Federal-nonfederal government/private organization relationships

Nongovernmental service-related organizations
See Multistate regional public interest groups
National public interest groups
Nonprofit service-related organizations
Private nonprofit service delivery organizations
Profession-oriented nonprofit service-related organizations
Public interest groups

Nonhospital medically related institutional services
See Community clinic services
Employment-related physical examination services
Extended care and nursing home services
Intermediate care services
Long-term nonhospital medically related institutional services
Mental health halfway house services

Noninstitutional housing assistance services
See also Emergency shelter care for dependent children
Home repair or renovation services
Housing quality services
Low-to-moderate income housing loan services

Public housing services
21, 91, 96, 189, 232, 331, 365, 517

Nonintegrated vs. integrated performance evaluation
See Integrated vs. nonintegrated parformance evaluation

Nonprofit service-related organizations
See also Multistate regional public interest groups
National public interest groups
Private nonprofit service delivery organizations
Profession-oriented nonprofit service-related organizations
Public interest groups
31

Nonstandard agency procedures
See Procedural constraints

Nursery school education services
See Preschool education services

Nursing home and extended care services
See Extended care and nursing home services

Nursing services
See Home nursing services
Public health nursing services

Nutrition and food services
See Food and nutrition services

Nutrition services
122, 272, 365, 579

Objective setting
See Goal setting/policy making

Occupational health services
See Employment-related physical examination services

Offenders (minors)
See Miscreant minors

Offenders/delinquents/miscreants (alleged or proved)
See Miscreants/delinquents/offenders (alleged or proved)

Offices of management and budget
See State offices of management and budget

Older persons (escort services for)
See Escort services for disabled or older persons

Older persons (transportation for)
See Transportation for disabled or older persons

Older persons' activity groups
See Senior citizen activity groups

Ombudsman services (consumer)
See Consumer complaints processing and investigation

Operation and management of plant and facilities
See Plant and facilities operation and management

Operations research
See Mathematical models

Organization/administration (legislative/regulatory constraints re)
See Legislative/regulatory constraints re administration/organization

Organizational/administrative arrangements re human services delivery
See also Centralized administrative arrangements
Centralized administrative/decentralized delivery arrangements
Centralized delivery arrangements
Decentralized administrative arrangements
Decentralized administrative/decentralized delivery arrangements
Decentralized delivery arrangements
State-administered services
State-regulated services
2, 5, 11, 12, 33, 63, 87, 90, 106, 115,

120, 122, 154, 163, 170, 204, 206, 224, 244, 245, 257, 260, 262, 275, 318, 324, 332, 333, 334, 335, 346, 347, 348, 352, 367, 368, 369, 383, 386, 390, 393, 403, 406, 410, 431, 434, 435, 456, 457, 468, 472, 476, 493, 497, 500, 513, 514, 515, 521, 528, 536, 563, 576, 597

Organizational capabilities/capacity
See also Planning capabilities/capacity
Service delivery capabilities/capacity
8, 41, 62, 153, 179, 195, 248, 279, 283, 299, 383

Organizational capabilities/capacity (lack of)
See Lack of organizational capabilities/capacity

Organizational coordination methods re delivery
See also Mandated coordination of services delivery
Mediated coordination of services delivery
Team approach to case coordination
Use of case coordinators
Voluntary coordination of services delivery
24, 148, 149, 167, 178, 179, 199, 204, 205, 244, 266, 447

Organization and information services (community)
See Community information and organization services

Organization, coordination, and communication re services delivery
See also Agency/community relationship techniques
Agency internal communication mechanisms
Centralized administrative arrangements
Centralized administrative/decentralized delivery arrangements
Centralized delivery arrangements
Centralized intake
Client referral
Colocation of services
Community involvement in agency decisionmaking
Consumer feedback techniques
Coordinated assessment of individual client needs
Core services linkage methods
Decentralized administrative arrangements
Decentralized administrative/decentralized delivery arrangements
Decentralized delivery arrangements
Direct service linkage methods
Environment building for integration
Feasibility studies re reorganization of existing services
Implementation of reorganization
Intake linkage methods
Interagency communication mechanisms
Local reorganization of human services
Management reorganization strategies
Mandated coordination of services delivery
Mediated coordination of services delivery
Organizational/administrative arrangements re human services delivery
Organizational coordination methods re delivery
Outreach linkage methods
Outreach techniques
Outreach techniques for rural areas
Outreach techniques for urban areas
Public education for community acceptance
Purchasing of services
Reorganization of human

183

services
Service provider reporting requirements
State-administered services
State-regulated services
Statewide reorganization of human services
Substate regional reorganization of human services
Team approach to case coordination
Use of case coordinators
Voluntary coordination of services delivery
1, 28, 44, 46, 77, 93, 102, 134, 172, 219, 242, 293, 301, 302, 375, 392, 417, 426, 432, 433, 441, 452, 484, 507, 562

Organization services (community)
See Community organization and development services

Organizing for human service planning
See also Classifications/taxonomies of human services
Development of catchment areas
37, 44, 73, 93, 132, 143, 179, 205, 229, 254, 325, 326, 327, 330, 351, 352, 355, 392, 403, 406, 470, 492, 537, 562, 565, 568

Outcome evaluation (service)
See Service outcome evaluation

Outpatient health services
See also Mental health halfway house services
Outpatient medical treatment
Outpatient mental health services
Outpatient rehabilitation services
Therapeutic counseling
365, 543

Outpatient medical treatment
82

Outpatient mental health services
See also Mental health halfway house services
Therapeutic counseling
60, 82, 89, 498, 566, 582

Outpatient rehabilitation services
374, 488

Outreach linkage methods
104, 155, 156, 207, 290, 498

Outreach techniques
See also Outreach techniques for rural areas
Outreach techniques for urban areas
2, 30, 356, 498, 579, 582

Outreach techniques for rural areas
33, 39, 155, 156, 176, 212, 271, 347, 412, 449, 487, 590

Outreach techniques for urban areas
38, 40, 102, 104, 231, 317

Outstationing of staff
See Staff outstationing

Parents
See also Families with dependent children
Single parents/single prospective parents
169, 230, 430, 473

Partnership grants
114, 457

Pathway determination (client)
See Client pathway determination

Pension/retirement services/programs
See Retirement/pension services/programs

Performance evaluation (integrated vs. nonintegrated)
See Integrated vs. nonintegrated performance evaluation

Performance evaluation (intersystem)
See Intersystem performance evaluation

Performance measurement/forecasting methods (reservice system)
See Service system performance measurement/forecasting methods

Personnel administration
See also Agency personnel authority
Personnel assignment
Personnel development training
Personnel evaluation
Personnel linkage methods
Personnel recruiting
Staff colocation
Staff job classification
Staff outstationing
2, 30, 192, 225, 255, 279, 403, 520, 574

Personnel assignment
See also Staff colocation
Staff outstationing
30, 225, 488, 498, 582, 584

Personnel colocation
See Staff colocation

Personnel development/training
1, 30, 51, 56, 64, 75, 85, 102, 111, 112, 118, 121, 134, 196, 204, 229, 241, 291, 387, 437, 465, 476, 485, 498, 508, 520, 553, 563, 582, 585

Personnel evaluation
520

Personnel linkage methods
See also Staff colocation
Staff outstationing
51, 64, 163

Personnel needs measurement/forecasting (agency)
See Agency manpower needs measurement/forecasting

Personnel procedural constraints
92

Personnel recruiting
30, 163, 520

Personnel relations (inadequate)
See Inadequate staff relations

Philanthropic organization financial support (acquisition of)
See Acquisition of charitable organization financial support

Physical barriers to client access (removal of)
See Removal of physical barriers to client access

Physical development (linkages between human service planning and)
See Linkages between human service planning and physical development

Physical examination re employment
See Employment-related physical examination services

Physically disabled (long/term/permanent)
See also Blind persons
Developmentally disabled
21, 115, 142, 199, 221, 222, 244, 292, 357, 358, 359, 360, 361, 429, 438, 439, 440, 441, 442, 443, 444, 445, 458, 459, 460, 461, 512, 524, 590, 591

Physically disadvantaged
See also Blind persons
Developmentally disabled
Physically disabled (long-term/permanent)
5, 86, 178, 517

Physically/mentally disadvantaged (recreation services for)
See Recreation services for the mentally/physically disadvantaged

Placement and counseling services for children
See Child placement and counseling services

Placement and referral services (job)
See Job placement and referral services

Placement of volunteers
  See Recruitment, training, and placement of volunteers

Placement, supervision, and counseling services (adoption)
  See Adoption placement, supervision, and counseling services

Plan evaluation (service system)
  See Service system plan evaluation

Planned parenthood
  See Family planning counseling services

Planning (information/data needed for)
  See Data/information needed for planning

Planning (legislative/regulatory constraints re)
  See Legislative/regulatory constraints re planning

Planning agencies
  See also Local planning agncies
  State planning agencies
  Substate regional planning agencies
  145, 341

Planning capabilities/capacity
  33, 77, 151, 186, 212, 229, 246, 305, 324, 325, 326, 327, 329, 330, 351, 403, 424, 454, 469, 470, 505, 527, 562, 565, 567, 568

Planning capabilities/capacity (lack of)
  See Lack of planning capabilities/capacity

Planning for human services
  See Administration of human services planning
  A-95 review authority
  Budgeting methods
  Centralized budgeting
  Classifications/taxonomiesof human services
  Cost/effectiveness indexes
  Cost indexes
  County planning
  Data/information needed for planning
  Decisionmakingauthority
  Development of catchment areas
  Environment building for integration
  Feasibility studies
  Feasibility studies re reorganization of existing services
  Federal planning
  Goal setting/policy making
  Government role in planning
  Identification of providers
  Identification of service gaps/shortfalls
  Inputs to planning activities
  Integrative planning/programming
  Joint development of programs
  Joint planning
  Legal authority/mandate
  Legislative priorities
  Linkages between human service planning and economic development
  Linkages between human service planning and physical development
  Local planning
  Mandated joint planning
  Municipal planning
  Needs indexes
  Needs prioritizing
  Organizational capabilities/capacity
  Organizing for human service planning
  Planning capabilities/capacity
  Organizing for human service planning
  Planning capabilities/capacity
  Planning instruments
  Planning jurisdictions
  Plan/program information sharing
  Political value judgments
  Program initiation authority

Provider inputs to planning
Public inputs to planning
Public priorities
Resource allocation
Service delivery capabilities/capacity
Service system impact indexes
Social indicators
Standardization of planning activities
State planning
Statistical data needed for planning
Substate regional planning
Utilization indexes
Voluntary/cooperative joint planning
Voluntary role in planning

Planning instruments
21, 63, 69, 209, 256, 567

Planning jurisdictions
See also County planning
Federal planning
Local planning
Municipal planning
State planning
Substate regional planning
505

Planning services integration (educational programs re)
See Educational programs re services integration planning

Planning theory and studies
See also Goal setting/policymaking
Problem definition methods
Social indicators research
77, 135, 165, 183, 186, 295, 505, 506, 568, 581

Plan/program information sharing
199, 209, 507

Plan review authority (A-95)
See A-95 review authority

Plant and facilities operation and management
204, 492

Poison control services
See Emergency medical services

Police and juridical services
See Public safety, law enforcement, and juridical services

Police services
See Law enforcement services

Policymaking (priorities)
See Legislative priorities

Policymaking bodies
See Legislative bodies

Policymaking/goal setting
See Goal setting/policymaking

Policy re confidentiality of client information (agency)
See Agency policy re confidentiality of client information

Political support (lack of)
See Lack of political support

Political value judgments
78, 90, 111, 112, 184, 249, 457, 558, 563

Pollution control services (air)
See Air pollution control services

Poor people
See Economically disadvantaged

Pregnancy counseling/information services
96

Prepaid health care services
See also Health insurance services
Medicaid
Medicare
82

Preschool education services
122, 386, 414

Priorities
See also Legislative priorities
Priorities of government
Public priorities

562

Priorities of government
310, 323

Prioritizing needs
See Needs prioritizing

Privacy Act of 1974
See Legislation/regulations re confidentiality of data and information

Private grants/funds for human services
See also Foundation grants for human services
6

Private industry/nonfederal-Federal Government relationships
See Federal-nonfederal government/private organization relationships

Private nonprofit service delivery organizations
88

Private organization/intergovernmental and governmental relationships
See Intergovernmental and governmental/private organization relationships

Private organization/intrastate government relaticnships
See Intrastate government/private organization relationsships

Private organization-local government relationships
See Local government-private organization relationships

Private organization/multistate-intrastate government relationships
See Multistate-intrastate government/private organization relationships

Private organization/nonfederal government-Federal Government relationships
See Federal-nonfederal government/private organization relationships

Private organization-State government relationships
See State government-private organization relationships

Probation and parole services
See Juvenile probation and parole services

Problem definition methods
23, 113, 139, 422, 470

Problems re confidentiality of data and information (legal)
See Legal problems re confidentiality of data and information

Procedural constraints
See also Agency policy re confidentiality of client information
Delivery procedural constraints
Financial management procedural constraints
Personnel procedural constraints
28, 141, 227, 383

Processing and investigation (consumer complaints)
See Consumer conplaints processing and investigation

Professional resistance to integration
85, 490

Profession-oriented nonprofit service-related organizations
118

Program approval authority
See A-95 review authority

Program effectiveness caused by services integration
See also Continuity of service to clients
Coordinated assessment of

individual client needs
Improved service delivery
Reduction of fragmentation re services delivered
Service accessibility to clients
141, 168, 447

Program guidelines/regulations (modification of)
See Modification of regulations/program guidelines

Program initiation authority
383

Programming/planning (integrative)
See Integrative planning/programming

Program/plan information sharing
See Plan/program information sharing

Programs (joint development of)
See Joint development of programs

Program-specific needs measurement/forecasting
42 139, 146, 191, 413, 433, 481, 483

Program-specific utilization measurement/forecasting
82, 543

Protection from abuse, neglect, or exploitation
See also Adoption counseling services
Adoption evaluation services
Adoption placement, supervision, and counseling services
Child placement and counseling services
Counseling services (child abusers/neglecters
Court services to protect children
Emergency shelter care for dependent children
Escort services for disabled or older persons
Investigation of possible child abuse or neglect
Legal and defense services
Protective services for children
Protective services for dependent adults
Special noncourt services to protect children
184, 339

Protection services (civil rights)
See Civil rights protection services

Protection services (consumer)
See Consumer protection services

Protective services for children
See also Adoption evaluation services
Counseling services (child abusers/neglecters)
Court services to protect children
Emergency shelter care for dependent children
Investigation of possible child abuse or neglect
Special noncourt services to protect children
4, 96, 136, 138, 163, 170, 332, 333, 334, 386

Protective services for dependent adults
See also Escort services for disabled or older persons
29, 45, 96

Provider inputs to planning
68, 127, 128, 191

Provider reporting requirements
See Service provider reporting requirements

Providers (identification of)
See Identification of providers

Provision of medical services, equipment, and supplies
See Health insurance services
Medicaid
Medicare
Prepaid health care services

Psychiatric/psychological diagnostic/evaluation services
See Mental health diagnostic/evaluation services

Psychiatric services (inpatient)
See Inpatient psychiatric services

Psychological diagnostic/evaluation services
See Mental health diagnostic/evaluation services

Public education for community acceptance
498

Public health nursing services
See also Home nursing services
365

Public health services
See also Community family planning education services
Developmental disabilities counseling and information services
Employment-related physical examination services
Family planning counseling services
Health information and advocacy services
Home nursing services
Mental health education/information services
Mental retardation counseling and information services
Pregnancy counseling/information services
Public health nursing services
30, 136, 331, 499

Public housing services
207

Public information and communication services
See Communication and public information services

Public inputs to planning
See also Provider inputs to planning
Public priorities
15, 78, 127, 161, 247, 322, 323

Public interest groups
See also Multistate regional public interest groups
National public interest groups
164

Public priorities
127, 128, 323, 483, 490, 596

Public relations (agency/community techniques)
See Agency/community relationship techniques

Public safety, law enforcement, and juridical services
See also Civil rights protection services
Correctional institutional care
Correctional services
Court services to protect children
Detention for alleged law violations
Fire fighting services
Investigation of possible child abuse or neglect
Juridical services
Juvenile probation and parole services
Law enforcement services
Legal and defense services
Transitional services for ex-offenders
Youth correctional services
21, 92, 96, 130, 417, 517

Public transportation services
164, 272, 277, 591

Purchasing of services
14, 88, 107, 120, 132

Quality assurance (services)
See Evaluation methodology

Quality control services re housing
See Housing quality services

Reasons for services integration
See also Continuity of service to clients
Coordinated assessment of individual client needs
Economic reasons for services integration
Improved service delivery
Program effectiveness caused by services integration
Reduction of duplication re services offered
Reduction of fragmentation re services delivered
Service accessibility to clients
108

Record keeping (agency internal)
See Agency internal record keeping

Record keeping (integration-oriented keeping of client records)
See Integration-oriented keeping of client records

Records (client)
See Client records

Records processing (client)
See Client records processing

Recreation and cultural services
See also Library services
Recreation services for the mentally/physically disadvantaged
Religious services
Senior citizen activity groups
21, 96, 136, 178, 190, 273, 517, 524, 579

Recreation services for the mentally/physically disadvantaged
232

Recruiting personnel
See Personnel recruiting

Recruitment, training, and placement of volunteers
74, 243, 298, 453, 542

Reduction of duplication re services offered
22, 86, 226, 341

Reduction of fragmentation re services delivered
89, 530, 543

Referral (client)
See Client referral

Referral/information agencies (communitywide)
See Community wide information and referral agencies

Referral services (job placement)
See Job placement and referral services

Regional government relationships (Federal-multistate)
See Federal-multistate regional government relationships

Regional human service agencies (substate)
See Substate regional human service agencies

Regional human services (Federal funds for)
See Federal funds for regional human services

Regional planning (substate)
See Substate regional planning

Regional planning agencies (substate)
See Substate regional planning agencies

Regional public interest groups (multistate)
See Multistate regional public interest groups

Regional reorganization of human services (substate)
See Substate regional reorganization of human services

Regional service-related agencies (multistate)
See Multistate regional service-related agencies

Regional substate government-multistate regional government relationships
See Multistate regional government-substate regional government relationships

Regulated services (State)
See State-regulated services

Regulations/legislation and federally funded programs re integrated services
See Legislation/regulations and federally funded programs re integrated services

Regulations/program guidelines (modification of)
See Modification of regulations/program guidelines

Regulatory/legislative constraints
See Legislative/regulatory constraints

Rehabilitation services (correctional)
See Correctional services

Rehabilitation services (housing)
See Home repair or renovation services

Rehabilitation services (inpatient)
See Inpatient rehabilitation services

Rehabilitation services (outpatient)
See Outpatient rehabilitation services

Rehabilitation services (vocational)
See Vocational education services
Vocational rehabilitation services

Religious services
272

Removal of physical barriers to client access
35, 151, 445, 522

Renovation or repair services (home)
See Home repair or renovation services

Reorganization (implementation of)
See Implementation of reorganization

Reorganization of human services
See also Feasibility studies re reorganization of existing services
Implementation of reorganization
Local reorganization of human services
Management reorganization strategies
Statewide reorganization of human services
Substate regional reorganization of human services
5, 41, 86, 372

Reporting requirements
See also Agency accountability for grants/funds
Service provider reporting requirements
State reporting requirements
119, 275, 398, 399

Reporting requirements (legislative/regulatory constraints)
See Legislative/regulatory constraints re reporting requirements

Research centers (college/university)
See College/university research centers

Research re social indicators
See Social indicators research

Residential/substitute living arrangements (services re)
See Services re substitute

living/residential arrangements

Resistance to services integration
See Constraints re effective services delivery

Resistance to services integration (community)
See Community resistance to services integration

Resource allocation
10, 68, 78, 90, 127, 128, 130, 191, 259, 455, 458, 459, 460, 461, 483, 513

Resource inventorying methods
See also Information/data resource inventorying
Manpower resource inventorying
24, 326, 487, 525, 599

Retardation (counseling and information services re mental)
See Mental retardation counseling and information services

Retarded persons (mentally)
See Mentally handicapped

Retired persons
598

Retirement/pension services/programs
91, 323

Revenue sharing
See also General revenue sharing
Specialized revenue sharing
129, 136

Review authority (A-95)
See A-95 review authority

Review procedures (case)
See Case review procedures

Rights (protection services re civil)
See Civil rights protection services

Right to know (client's)
See Client's right to know

Rubbish and garbage collection, treatment, and disposal
See Trash and garbage collection, treatment, and disposal

Runaway minors
456

Rural areas (outreach techniques)
See Outreach techniques for rural areas

Safety services (transportation and traffic control)
See Traffic control and transportation safety services

Sanitation and environmental protection services
See Environmental protection and sanitation services

School services
See Education services

Security income (supplemental)
See Supplemental security income

Security measures re confidentiality of information
9, 83

Senior citizen activity groups
45, 106, 130, 204

Senior citizens
See Elderly

Senior citizens or disabled persons (transportation)
See Transportation for disabled or older persons

Seniority/status (skepticism re loss of)
See Skepticism re loss of seniority/status

Service accessibility to clients
71, 284, 422, 490

Service access to consumers
See Consumer access to services

Service continuity to clients
See Continuity of service to clients

Service delivery (administration of)
See Administration of human services delivery

Service delivery (centralized)
See Centralized delivery arrangements

Service delivery (constraints re effective)
See Constraints re effective services delivery

Service delivery (decentralized)
See Decentralized delivery arrangements

Service delivery (improved)
See Improved service delivery

Service delivery (organizational/administrative arrangements re human services delivery)
See Organizational/administrative arrangements re human services delivery

Service delivery (organization, coordination, and communication re)
See Organization, coordination, and communication re services delivery

Service delivery (State/local legislation/regulations re human services delivery systems)
See State/local legislation/regulations re human services delivery systems

Service delivery capabilities/capacity
24, 37, 77, 78, 100, 117, 211, 212, 217, 218, 246, 328, 457, 514, 527, 562

Service delivery capabilities/capacity (lack of)
See Lack of service delivery capabilities/capacity

Service delivery organizations
See Human service organizations

Service delivery organizations (private nonprofit)
See Private nonprofit service delivery organizations

Service follow-up
See also Consumer feedback techniques
108, 143

Service gaps/shortfalls (identification of)
See Identification of service gaps/shortfalls

Service level criteria and standards
122, 346, 369, 370, 496

Service outcome evaluation
7, 18, 67, 120, 125, 133, 269, 340, 343, 356, 365, 382, 394, 395, 397, 398, 399, 427, 428, 477, 494, 495, 501, 503, 538, 577

Service provider reporting requirements
301

Service quality assurance services
See Evaluation methodology

Service-related agencies (regional multistate)
See Multistate regional service-related agencies

Service-related agencies (State)
See State service-related agencies

Service-related educational institutions
See also College/university research centers
College/university service educational departments
196, 367, 507

Service-related Federal agencies (non-DHEW)
See Non-DHEW service-related Federal agencies

Service-related organizations
See Human service-related organizations

Service-related organizations (nonprofit)
See Nonprofit service-related organizations

Services (education)
See Education services

Services (lack of management knowhow re integration of)
See Lack of management knowhow re integration of services

Services (management technology re)
See Management technology re services

Services (purchasing of)
See Purchasing of services

Services (reduction of duplication)
See Reduction of duplication re services offered

Services (reduction of fragmentation)
See Reduction of fragmentation in services delivered

Services (reorganization of)
See Reorganization of human services

Services (State-administered)
See State-administered services

Services (State-regulated services)
See State-regulated services

Services (types of)
See Types of services

Services for quality control of consumer goods and products
See Home repair or renovation services

Services integration (community resistance to)
See Community resistance to services integration

Services integration (economic reasons for)
See Economic reasons for services integration

Services integration (environmental building for)
See Environmental building for integration

Services integration (legislation/regulations and federally funded programs)
See Legislation/regulations and federally funded programs re integrated services

Services integration (reasons for)
See Reasons for services integration

Services integration methodology
See Administrative linkage methods
Agency-legislative body liaison
Block grants
Centralized budgeting
Centralized/coordinated support services
Centralized intake
Client referral
Colocation of services
Coordinated assessment of individual client needs
Core services linkage methods
Direct service linkage methods
Environment building for integration
Fiscal linkage methods
General revenue sharing
Intake linkage methods
Integration-oriented grants management
Integration-oriented keeping of client records
Integrative planning/programming
Joint development of programs
Joint funding
Liaison between different levels of government
Linkages between different levels of government
Linkages between human service planning and economic

development
Linkages between human service planning and physical development
Mandated coordination of services delivery
Mandated joint planning
Mediated coordination of services delivery
Organizational coordination methods re delivery
Outreach linkage methods
Personnel linkage methods
Plan/program information sharing
Purchasing of services
Staff colocation
Staff outstationing
Team approach to case coordination
Use of case coordinators
Voluntary/cooperative joint planning
Voluntary coordination of services delivery

Services integration planning (educational programs re)
See Educational programs re services integration planning

Services Integration Targets of Opportunity grants
See SITO grants

Services planning
See Planning for human services

Services re economic development
See Economic development services

Services re foster family care
96, 136, 150, 163, 581

Services re substitute living/residential arrangements
See also Adoption counseling services
Adoption evaluation services
Adoption placement, supervision, and counseling services
Adoption-related services
Child placement and counseling services
Correctional institutional care
Day care services
Emergency shelter care for dependent children
Establishment/development of day care services
Extended care and nursing home services
Group home services
Inpatient hospital services
Inpatient psychiatric services
Inpatient rehabilitation services
Institutional services
Long-term nonhospital medically related institutional services
Mental health halfway house services
Services re foster family care
25, 182, 184, 272, 498, 531, 532, 552, 572

Services to clients (continuity of)
See Continuity of services to clients

Service system cost accounting
See also Measurement of service system cost savings
Unit cost determination
185, 536

Service system cost auditing
513

Service system cost measurement/forecasting
See also Cost/effectiveness indexes
Cost indexes
Measurement of service system cost savings
Service system cost auditing
182, 184, 275, 287, 337

Service system impact indexes
See also Cost/effectiveness indexes
125, 145

Service system impact measurement/forecasting
See also Cost/effectiveness indexes
Service system impact indexes

54, 69, 82, 131, 275, 364, 395

Service system models
See also Integrated service system models
48, 62, 105, 177, 545

Service system operations (evaluation of)
See Evaluation of service system operations

Service system performance measurement/forecasting methods
See also Cost/effectiveness indexes
Cost indexes
Measurement of service system cost savings
Service system cost auditing
Service system cost measurement/forecasting
Service system impact indexes
Service system impact measurement/forecasting
94, 422, 538

Service system plan evaluation
See also A-95 plan evaluation
43, 116, 305, 355, 422, 562

Shared location of services
See Colocation of services

Sharing of plan/program information
See Plan/program information sharing

Sheltared employment services
86

Shortfalls/gaps in services (identification of)
See Identification of service gaps/shortfalls

Simulations
See also Integrated service system models
Mathematical models
Service system models
26, 99, 159, 254, 256, 274, 279, 299, 301, 427, 559, 586

Single parents/single prospective parents
55

SITO grants
522, 588

Skepticism re benefits of integration
180

Skepticism re job security
See Skepticism re loss of seniority/status

Skepticism re loss of autonomy
22

Skepticism re loss of seniority/status
36

Social forecasting
69, 131, 184, 301, 385, 424, 490, 548, 578, 587

Social indicators
23, 26, 66, 126, 131, 139, 145, 147, 253, 261, 306, 385, 389, 424, 436, 479, 545, 548, 578, 587

Social indicators research
26, 66, 126, 131, 145, 165, 174, 253, 306, 369, 389, 424, 436, 562, 578, 587

Socially disadvantaged
See Foster children
Minorities
Minority adults
Minority minors
Socially disadvantaged adults
Socially disadvantaged minors

Socially disadvantaged adults
See also Minority adults
466

Socially disadvantaged minors
See also Foster children
Minority minors
150

Social security
See Supplemental security income

Social Security Act (grants to States for services)
See Title XX

Social services (transportation for)
See Transportation for social services

Social systems analysis
26, 62, 66, 165, 190, 424

Sociological constraints
See also Community resistance to services integration
Inadequate staff relations
Lack of political support
Professional resistance to integration
Skepticism re benefits of integration
Skepticism re loss of autonomy
Skepticism re loss of seniority/status
8, 28, 78, 92, 141, 382

Special education for culturally disadvantaged
55, 176

Special education services
See also Special education for culturally disadvantaged
21, 178, 232

Specialized curricula education services
See Vocational education services

Specialized revenue sharing
376

Special noncourt services to protect children
19

SSI
See Supplemental security income

Staff administration
See Personnel administration

Staff assignment
See Personnel assignment

Staff colocation
85

Staff development and training services
See Manpower development and training services

Staff development/training
See Personnel development/training

Staff evaluation
See Personnel evaluation

Staffing needs measurement/forecasting (agency)
See Agency manpower needs measurement/forecasting

Staff job classification
203, 490, 582

Staff linkage methods
See Personnel linkage methods

Staff outstationing
195, 498, 566, 582

Staff procedural constraints
See Personnel procedural constraints

Staff recruiting
See Personnel recruiting

Staff relations (inadequate)
See Inadequate staff relations

Standardization of client eligibility requirements
35, 148, 149, 593

Standardization of planning activities
209

Standards and criteria
See Criteria and standards

Standards and criteria re service level
See Service level criteria and standards

Standards for evaluation
See Evaluation against standards

State-administered services
80, 281, 489, 525

State data and information systems
50, 146, 237, 258, 414

State-Federal Government relationships
See Federal-State government relationships

State government-county government relationships
170

State government-local government relationships
See also State government-county government relationships
State government-municipal government relationships
37, 98, 137

State government-municipal government relationships
571

State government-private organization relationships
88, 120

State government-substate government relationships
76, 567

State grants/funds for human services
6, 136, 163, 518

State human service agencies
5, 11, 12, 41, 50, 63, 88, 237, 241, 273, 304, 307, 309, 311, 314, 316, 337, 348, 384, 402, 410, 474, 484, 489, 512, 528, 531, 550, 554, 561

State legislatures
229

State/local legislation/regulations re human services delivery systems
50, 76, 526

State matching funds
11, 12, 61

State offices of management and budget
260, 308, 313, 316

State planning
20, 31, 32, 49, 63, 124, 126, 139, 164, 229, 247, 260, 261, 262, 304, 346, 355, 418, 431, 454, 470, 484, 528, 565, 583, 594, 597

State planning agencies
11, 12, 163, 260, 348, 431

State-regulated services
164

State reporting requirements
124, 388

State service-related agencies
See also State human service agencies
State offices of management and budget
State planning agencies
31, 49, 65, 197, 279, 500

Statewide reorganization of human services
22, 31, 41, 49, 246, 505, 594

Statistical data needed for planning
See also Cost/effectiveness indexes
Cost indexes
Needs indexes
Service system impact indexes
Social indicators
Utilization indexes
11, 12, 52, 57, 162, 210, 213, 252, 299, 388, 422, 483, 554

Status/seniority (skepticism re loss of)
See Skepticism re loss of seniority/status

Strategies (management reorganization)
See Management reorganization strategies

Street workers
See Staff outstationing

Studies and planning theory
See Planning theory and studies

Subjective evaluation methods
67, 138, 184, 450, 477, 564, 596

Substate government-State government relationships
See State government-substate government relationships

Substate regional government-multistate regional government relationships
See Multistate regional government-substate regional government relationships

Substate regional human service agencies
76

Substate regional planning
42, 76, 329, 432, 567, 599

Substate regional planning agencies
76, 224, 567

Substate regional reorganization of human services
74

Substate regional service-related organizations
See Substate regional planning agencies

Substitute living/residential arrangements (services re)
See Services re substitute living/residential arrangements

Suicide prevention services
See Emergency mental health services

Supervision and counseling services (adoption placement)
See Adoption placement, supervision, and counseling services

Supplemental security income
25, 185

Supplementary education services
See Consumer education and advocacy services
Environmental education and advocacy services
Family life education services
Homemaker education services
Library services

Supplementation of income (State mandatory and optional)
See State mandatory and optional income supplementation

Support for clients' causes
See Client advocacy

Support services re integration
See Centralized/coordinated support services
Integration-oriented grants management
Integration-oriented keeping of client records

Systems analysis
See also Social systems analysis
48, 142, 235, 279, 435, 541, 588

Taxonomies/classifications of human services
See Classifications/taxonomies of human services

Team approach to case coordination
89, 350, 365

Technology re services (management)
See Management technology re services

Technology transfer
See Transfer of technology

Testing and evaluation services (vision)
See Vision testing and evaluation services

200

Theory and studies (planning)
See Planning theory and studies

Therapeutic counseling
523

Title XX
11, 12, 13, 14, 25, 61, 98, 107, 121, 125, 127, 157, 158, 290, 395, 402, 454, 514, 539, 548, 554, 556, 565, 583

Tracking methods (client)
See Client tracking methods

Trade schools
See Vocational education services

Traffic control and transportation safety services
38, 47

Training (volunteers)
See Recruitment, training, and placement of volunteers

Training/development of personnel
See Personnel development/training

Training services (manpower)
See Manpower development and training services

Transfer of technology
36, 47, 116, 194, 195, 197, 201, 231, 254, 268, 280, 282, 300, 348, 457

Transitional services for ex-offenders
See also Juvenile probation and parole services
55, 183, 494, 495, 542

Transportation for disabled or older persons
See also Escort services for disabled or older persons
45, 180, 232, 244, 292, 318, 380, 429, 438, 439, 440, 441, 442, 443, 444, 445, 446, 590, 591

Transportation for social services
318

Transportation services
See also Escort services for disabled or older persons
Public transportation services
Traffic control and transportation safety services
Transportation for disabled or older persons
Transportation for social services
21, 30, 96, 130, 164, 272, 277, 524

Trash and garbage collection, treatment, and disposal
190

Types of human service clients
See Abused children
Alcoholics
Blind persons
Child abusers
Chronically ill
Consumers of all types of goods/services
Developmentally disabled
Drug addicts (other than alcohol/tobacco)
Economically disadvantaged
Educationally disadvantaged adults
Elderly
Emotionally disturbed adults
Emotionally disturbed minors
Families with dependent children
Foster children
Foster families
Idigents
Juvenile delinquents
Low-income workers
Mentally disadvantaged
Mentally handicapped
Mentally handicapped adults
Mentally handicapped minors
Mentally ill
minorities
Minority adults
Minority minors
Minors
Miscreant minors
Miscreants/delinquents/offender-

s (alleged or proved)
Neglected children
Parents
Physically disabled (long-term/permanent)
Physically disadvantaged
Retired persons
Runaway minors
Single parents/single prospective parents
Socially disadvantaged adults
Socially disadvantaged minors
Unemployed persons
Unskilled workers
Veterans
Victims of crime

Types of services

Services re foster family care

See also Adoption counseling services
Adoption evaluation services
Adoption placement, supervision, and counseling services
Adoption-related services
Air pollution control services
Alcohol abuse services
Bilingual services
Child placement and counseling services
Civil rights protection services
Clothing assistance services
Communication and public information services
Community clinic services
Community family planning education services
Community human relations services
Community information and organization services
Community organization and development services
Communitywide information and referral agencies
Consumer complaints processing and investigation
Consumer education and advocacy services
Consumer protection services
Correctional institutional care
Correctional services
Counseling services (child abusers/neglecters)
Court services to protect children
Day care services
Detention for alleged law violations
Developmental disabilities counseling and information services
Diagnostic/evaluation services for developmental disabilities
Diagnostic/evaluation services for mental retardation
Disaster services
Drug abuse services
Economic development services
Education services
Emergency medical services
Emergency mental health services
Emergency services
Emergency shelter care for dependent children
Employment counseling
Employment-related physical examination services
Employment-related services
Environmental education and advocacy services
Environmental protection and sanitation services
Escort services for disabled or older persons
Establishment/development of day care services
Extended care and nursing home services
Family life education services
Family planning counseling services
Federal employment programs
Federal noninsurance income supplementation programs
Fire fighting services
Food and nutrition services
Food provision services
Food stamp issuance services
Formal educational instruction

services
General medical diagnostic services
Group home services
Health delivery services
Health information and advocacy services
Health insurance services
Health services
Higher education services
Homemaker education services
Homemaker services
Home nursing services
Home repair or renovation services
Housing quality services
Income insurance programs
Income provision services
Income supplementation programs
Information services
Inpatient hospital services
Inpatient psychiatric services
Inpatient rehabilitation services
Institutional services
Insurance programs/services
Intermediate care services
Investigation of possible child abuse or neglect
Job development services
Job placement and referral services
Juridical services
Juvenile probation and parole services
Law enforcement services
Legal and defense services
Library services
Long-term nonhospital medically related institutional services
Low-to-moderate income housing loan services
Manpower development and training services
Meal services
Medicaid
Medicare
Mental health diagnostic/evaluation services
Mental health education/information services
Mental health halfway house services
Mental health services
Mental retardation counseling and information services
Noninstitutional housing assistance services
Nutrition services
Outpatient health services
Outpatient medical treatment
Outpatient mental health services
Outpatient rehabilitation services
Pregnancy counseling/information services
Prepaid health care services
Preschool education services
Protective services for children
Protective services for dependent adults
Public health nursing services
Public health services
Public housing services
Public safety, law enforcement, and juridical services
Public transportation services
Recreation and cultural services
Recreation services for the mentally/physically disadvantaged
Recruitment, training, and placement volunteers
Religious services
Retirement/pension services/programs
Senior citizen activity groups
Services re substitute living/residential arrangements
Sheltered employment services
Special education for culturally disadvantaged
Special education services
Special noncourt services to protect children
Supplemental security income
Therapeutic counseling
Traffic control and transportation safety services
Transitional services for ex-offenders
Transportation for disabled or

203

older persons
Transportation for social services
Transportation services
Trash and garbage collection, treatment, and disposal
Unemployment compensation programs
Vision testing and evaluation services
Vocational counseling
Vocational education services
Vocational rehabilitation services
Workmen's compensation programs
Youth correctional services
517

Umbrella agencies (administration)
See Centralized administrative arrangements

Umbrella agencies (delivery)
See Centralized delivery arrangements

Unemployed persons
144

Unemployment compensation programs
144, 323

Unit cost determination
425

Universities and colleges (service-related)
See Service-related educational institutions

University/college research centers
See College/university research centers

University/college service educational departments
See College/university service educational departments

Unskilled workers
595

Unwed mothers/unmarried parents/unmarried prospective parents
See Single parents/single prospective parents

Urban areas (outreach techniques for)
See Outreach techniques for urban areas

Use indexes
See Utilization indexes

Use measurement/forecasting methods
See Utilization measurement/forecasting methods

Use of case coordinators
84, 85, 105

Use of consultant services
51, 102, 204

Utilization indexes
27, 135

Utilization measurement/forecasting methods
See also Areawide utilization measurement/forecasting
Program-specific utilization measurement/forecasting
Utilization indexes
275, 422

Value judgments (political)
See Political value judgments

Vertical governance
328, 597

Veterans
91

Victims of crime
See also Abused children
523

Vision testing and evaluation services
232

Vocational counseling
109, 466, 557

Vocational education services
38, 39, 40, 109

Vocational rehabilitation services
25, 86, 94, 221, 222, 370

Vocational training services
See Manpower development and training services

Voluntary/cooperative joint planning
36, 46, 137, 199, 270, 297, 507

Voluntary coordination of services delivery
187, 199, 243

Voluntary role in planning
11, 12, 37, 243, 256, 297, 298, 322

Volunteers (recruitment, training, and placement of)
See Recruitment, training, and placement of volunteers

Waivers
390

Workers (low-income)
See Low-income workers

Workers (unskilled)
See Unskilled workers

Workmen's compensation programs
144, 323

Youth
See Minors

Youth (minority)
See Minority minors

Youth correctional services
See also Juvenile probation and parole services
4, 7, 31, 32, 55, 79, 110, 136, 163, 183, 188, 342, 349, 418, 480, 600

Youth offenders
See Juvenile delinquents

☆U.S. GOVERNMENT PRINTING OFFICE: 1978 281-241/5062(79) 1-3